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LABOR RELATIONS



June 4, 2021

Mr. Brian J. Wagner  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Mr. Wagner:

As a matter of general interest, the Postal Service has revised *Welcome to USPS* (W2USPS), the onboarding process used for all newly hired bargaining unit employees.

Course content revisions include updated information concerning employee benefits and expanded materials related to ethics regulations.

We have enclosed an electronic disc that contains copies of the Employee Quick Reference Guide and Facilitator Guide, with changes identified from the version last provided to your organization. The electronic disc also includes a copy of the PowerPoint presentation used during W2USPS.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills", with a stylized flourish extending to the right.

David E. Mills  
Director  
Labor Relations Policies and Programs

Enclosure



*Welcome  
to the*

# EMPLOYEE REFERENCE GUIDE

NSN # 7610170008253

April 2021





# **Welcome to the U.S. Postal Service**

## **Employee Reference Guide**

**Version 1.2**

United States Postal Service  
Learning and Development  
475 L'Enfant Plaza SW  
Washington, DC 20260-4215

## **Use of Training Materials**

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

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## **A Commitment to Diversity**

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce.

Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences, and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates, and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment, and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity, and growth and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers, and suppliers and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.



Welcome  
to the

UNITED STATES  
POSTAL SERVICE

## Overview

Welcome to the U.S. Postal Service!

As one of the largest employers in the United States, we are honored to have you join the Postal team and help continue our mission to provide efficient, affordable, universal service to our customers. The Postal Service is committed to offering a diverse workplace with nationwide opportunities to serve the American public. From First-Class Mail to challenging careers, we deliver it all.

The *Welcome to the U.S. Postal Service Employee Reference Guide* consists of job aids and resources that will assist you in transitioning into our workforce as well as your new career.

This guide should be used to take notes, review reference materials, and complete activities as instructed throughout your orientation training. More importantly, you will be able to refer back to the guide as you have questions over the next few weeks and months. You will also have access to additional resources, materials, and training that will support you through your journey.

Thank you for choosing the U.S. Postal Service!



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## PS Form 1223-B, Earnings Statement

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**PAY LOC** - Employee's pay location

**FINANCE NO** - Finance number of the employee's office

**EMPLOYEE NAME** - Employee's name

**EMPLOYEE ID** - Employee's USPS Identification Number

**PAY PERIOD** - Pay period and year of earnings

**SERIAL NUMBER** - Serial number of check issued to employee

**DETAIL EARNINGS** - Used to identify type and number of hours compensated for week of work, rate schedule, level, designation/activity, gross payment amount

- **WK** - Week, either 1 or 2, of pay period. This space is blank for all adjustments and allowances
- **RSC** - Rate Schedule Code for hours stated. This space is blank for all adjustments and allowances
- **LEV** - Grade level for hours stated
- **RATE** - Base hourly pay rate
- **CODE** - Employee's Designation/Activity code indicates type of position.
- **TYP** - Hours type code. This space is blank for all adjustments and allowances.

The following codes may appear:

- W - Straight time work hours
- O - Overtime
- N - Night shift differential
- L - Leave hours (paid leave and leave without pay)
- G - Guarantee time (Time paid for hours guaranteed, but not worked)
  - **HOURS** - Actual hours worked in hours and hundredths
  - **PAY** - Gross amount of pay for number of hours worked

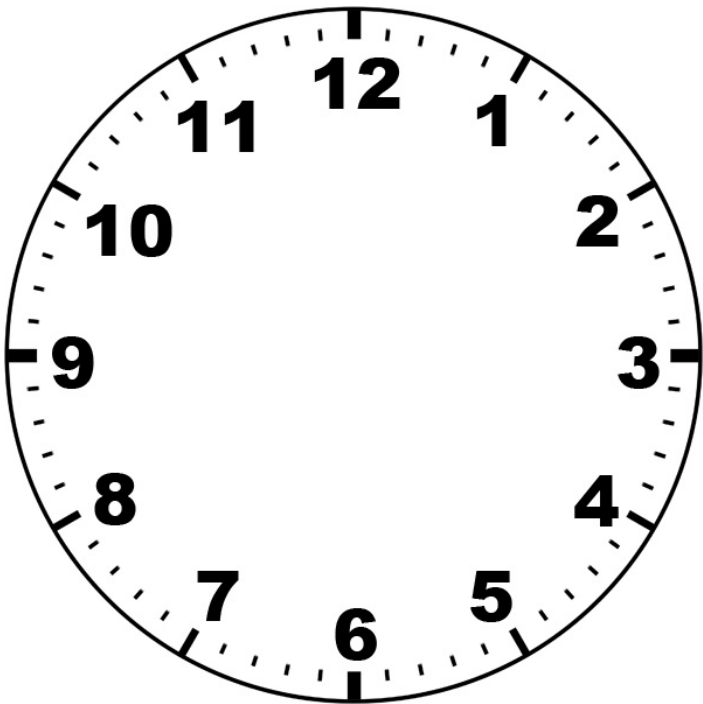


# Time Conversion Chart

Minutes	Hundredths
0	.00
1	.02
2	.03
3	.05
4	.07
5	.08
6	.10
7	.12
8	.13
9	.15
10	.17
11	.18
12	.20
13	.22
14	.23
15	.25
16	.27
17	.28
18	.30
19	.32
20	.33

Minutes	Hundredths
21	.35
22	.37
23	.38
24	.40
25	.42
26	.43
27	.45
28	.47
29	.48
30	.50
31	.52
32	.53
33	.55
34	.57
35	.58
36	.60
37	.62
38	.63
39	.65
40	.67

Minutes	Hundredths
41	.68
42	.70
43	.72
44	.73
45	.75
46	.77
47	.78
48	.80
49	.82
50	.83
51	.85
52	.87
53	.88
54	.90
55	.92
56	.93
57	.95
58	.97
59	.98





## PS Form 1260, Nontransactor Card

Name (Last, First, MI)				EIN (8 digits)		Pay Loc.
	Date (MM/DD/YYYY)	Ring Type (BT, OL, IL, MV, ET)	OPN-LU (6 digits)	Route (6 digits)	Finance No. (6 digits)	Time Hrs/100's
Supervisor Name (Print)				Comment(s):		
Supervisor Signature & Date						
PS Form <b>1260</b> , July 2012, (Page 1 of 2) PSN 7530-01-000-9268						<b>NON-EBR CARD</b>

Nontransactor cards are used by clerks, postal support employees, mail handlers, city carriers, and custodians. There are five time transactions.

Begin Tour (BT)

Out to Lunch (OL)

In from Lunch (IL)

End Tour (ET)

Move (MV)







## PS Form 1261, Non-EBR Report

UNITED STATES POSTAL SERVICE®		Non-EBR Report								Service Date				
Employee Name and Employee ID (EIN)		BT	Move	Move	OL	IL	Move	Move	ET	OT Pay Auth.		Scheduled Weeks	Entered By (initials)	Date Entered
		OT Start H:MMh	Pay Amt. H:MMh											
	Time													
	OPN-LU													
	Route #													
	FN #													
	Time													
	OPN-LU													
	Route #													
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Office
Pay Location
Supervisor Signature and Date

PS Form 1261, September 2013 PSN 7530-01-000-9209

The Non-EBR Report is used for entry of clock ring data, overtime, and out-of-schedule authorizations. This form is similar to the Form 1260 but allows entry of data for more than one employee.



## PS Form 3971, Request for or Notification of Absence

UNITED STATES POSTAL SERVICE®		Request for or Notification of Absence			
Employee's Name (Print last, first, MI)		Employee ID	Date Submitted (MM/DD/YYYY)	No. of Hours Requested	
Installation (For postmaster's leave, show city, state, and ZIP Code)		N/S Day	Pay Loc. No.	D/A Code	From: Date Hour
Time of Call or Request	Scheduled Reporting Time	If Needed, Employee Can Be Reached At:		Thru: Date Hour	
		<input type="checkbox"/> Do not call			
Type of Absence	Documentation (For official use only)	Revised Schedule for (Date)		Approved in Advance	
<input type="checkbox"/> Annual	<input type="checkbox"/> FMLA Requested (Certification review - HRSSC)	Begin Work		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Holiday/AL Lv Exch	<input type="checkbox"/> For COP Leave (CA1 on file)	Lunch Out		Lunch In	
<input type="checkbox"/> Carrier 701 Route	<input type="checkbox"/> For Advanced Sick Leave (PS 1221 on file)	End Work			
<input type="checkbox"/> LWOP (See reverse)	<input type="checkbox"/> For Military Leave (Orders reviewed)	Total Hours			
<input type="checkbox"/> Sick (See reverse)	<input type="checkbox"/> For Court Leave (Summons reviewed)				
<input type="checkbox"/> Late	<input type="checkbox"/> For Higher Level (PS 1723 on file)				
<input type="checkbox"/> OOP (See reverse)	<input type="checkbox"/> Scheme Training Testing Qualifying (Memo on file)				
<input type="checkbox"/> Other					
Remarks (Do not enter medical information. See Privacy Act Statement on reverse of this form.)					
I understand that the annual leave authorized in excess of the amount available to me during the leave year will be charged to LWOP.					
Employee's Signature and Date		Signature of Person Recording Absence and Date		Signature of Supervisor and Date Notified	
Official Action on Application (Return copy of signed request to employee.)					
<input type="checkbox"/> Approved		Do not check an FMLA box until you verify the FMLA designation.		Signature of Supervisor and Date	
<input type="checkbox"/> Disapproved (Give reason below)		<input type="checkbox"/> FMLA Designation is PENDING			
		<input type="checkbox"/> FMLA Protected			
		<input type="checkbox"/> Not FMLA Protected		<input type="checkbox"/> Continued on reverse	
PS Form 3971, October 2017 (Page 1 of 2) PSN 7530-02-000-9136					
Warning: The furnishing of false information on this form may result in a fine of not more than \$10,000 or imprisonment of not more than 5 years, or both (18 U.S.C. 1007).					
Reason I was incapacitated for duty during this absence:		Leave Types and Codes (Information Only)		Time Card	
<input type="checkbox"/> Sickness		Annual		55	
<input type="checkbox"/> On-the-Job Injury		Annual - FMLA		55 01 05500	
<input type="checkbox"/> Off-the-Job Injury		Sick		56 01 05600	
<input type="checkbox"/> Exposed to a Contagious Disease		Sick - FMLA		56 02 05600	
<input type="checkbox"/> Pregnancy, Prenatal Care, or Childbirth		Sick - Dependent Care		56 06 05607	
<input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Job-related)		Sick - Dependent Care - FMLA		56 07 05608	
<input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Not job-related)		Absent Without Leave		24 01 02400	
Reason I was/will be unavailable for duty during this absence:		Act of Nature		78 01 07800	
<input type="checkbox"/> Sick Leave for Dependent Care (See ELM)		Blood Donor		69 01 06900	
<input type="checkbox"/> Birth of a Child/Bonding		Civil Defense		77 01 07700	
<input type="checkbox"/> To Care for a Family Member (See ELM)		Civil Disorder		81 01 08100	
<input type="checkbox"/> Placement of a Child with Employee for Adoption or Foster Care		COP - USPS		71 01 07100	
<input type="checkbox"/> A Military Family Member's Qualifying Exigency		COP - USPS - FMLA		71 03 07199	
<input type="checkbox"/> To Care for an Injured or Ill Military Family Member		Court Duty		61 01 06100	
LWOP - Union Official (Required Certification)		Donated		45 01 04500	
By signing this form, I certify that this request is not for the purpose of engaging in partisan political activity as defined by the Hatch Act and its implementing regulations.		Donated - FMLA		46 01 04600	
I am requesting Family and Medical Leave Act (FMLA) protection for this absence:		HQ Authorized Administrative		79 01 07900	
<input type="checkbox"/> This request is associated with a new condition. (You will receive an FMLA packet in the mail with forms and instructions.)		Holiday - AL Leave Exchange		28 01 02800	
<input type="checkbox"/> My approved or pending approval case number for this condition is:		LWOP - Part Day		59 01 05900	
		LWOP - Part Day - FMLA		59 05 05999	
		LWOP - Full Day		60 01 06000	
		LWOP - Full Day - FMLA		60 06 06099	
		LWOP - IDO/CWCP		49 01 04900	
		LWOP - IDO/CWCP - FMLA		49 04 04999	
		LWOP - In Lieu of Sick Leave		59 or 60 05001 or 06001	
		LWOP - Maternity		59 or 60 05905 or 06005	
		LWOP - Military		44 01 04400	
		LWOP - Personal Reasons		59 or 60 05903 or 06003	
		LWOP - Proffered		59 or 60 05902 or 06002	
		LWOP - Suspension		59 or 60 05906 or 06006	
		LWOP - Suspension Pend Term		59 or 60 05908 or 06008	
		LWOP - Union Official		84 01 08400	
		Military		67 01 06700	
		Relocation		80 01 08000	
		Voting Leave		85 01 08500	
		Other Paid Leave		98 01 09800	
Privacy Act Statement: Your information will be used to administer leave. Collection is authorized by 39 USC 401, 404, 1001, 1003, and 1005; and 29 USC 2601 et seq. Providing the information is voluntary, but if not provided, we may not process your request. Your information may be disclosed as follows: in relevant legal proceedings; to law enforcement when the USPS or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities under contract with USPS and/or authorized to perform audits; to labor organizations as required by law; to government agencies regarding personnel matters; to the EEOC; and to the MSPB or Office of Special Counsel. For more information regarding our privacy policies visit <a href="http://www.usps.com/privacypolicy">www.usps.com/privacypolicy</a> .					
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## Fact Sheet, Non-Career Employee Benefits pg. 1



### FACT SHEET

### Non-Career Employee Benefits

The Postal Service offers non-career employees competitive pay and benefits to help them achieve a balance between work and home life. We take employee benefits seriously, because your health and your family's health are important to us. Below is an overview of the benefits and resources available to our non-career employees. More details on each benefit can be found at: <https://liteblue.usps.gov/benefits>

#### Health Insurance (60 days from enter-on-duty date to enroll)

The USPS Health Benefits Plan is administered by United Healthcare and is available to all non-career employees except Assistant Rural Carriers (ARCs), Holiday Clerk Assistants (HCAs) and Holiday Transportation Assistants (HTAs). You may immediately enroll after your enter-on-duty (EOD) date, unless you are a casual. Casual employees must work an average of 30 hours per week over a measurement period. The Postal Service contributes a minimum of \$125 per pay period towards the cost of this plan.

The Postal Service also participates in the Federal Employees Health Benefits (FEHB) Program. You may participate in FEHB after you complete 365 days of continuous service, excluding any breaks in service of five days or less. There are many plans under the FEHB Program; including Fee-For-Service, Health Maintenance Organizations (HMOs), and High Deductible and Consumer-Driven Health Plans. While most non-career employees pay the full cost of the plan they elect, some non-career employees are eligible for an employer contribution to certain plans administered by the union that represents them.

#### Dental and Vision Insurance (60 days from eligibility date for FEHB to enroll)

You will be eligible to participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP) if you are eligible to participate in FEHB. While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable because premium contributions are not subject to taxes.

#### Flexible Spending Accounts (60 days from eligibility date for FEHB to enroll)

Employees eligible to participate in FEHB may also participate in the Flexible Spending Accounts (FSA) Program. Tax-free FSA contributions can be used to cover most out-of-pocket health care and dependent care (day care) expenses.

#### Long Term Care Insurance (60 days from eligibility date for FEHB to enroll)

You will be eligible to participate in the Federal Long Term Care Insurance Program (FLTCIP) if you are eligible for FEHB. FLTCIP insures for the cost of receiving long-term care (for example, nursing home, assisted living, or in-home care), which typically is not covered by an individual's health insurance or Medicare.

#### Leave

The Postal Service offers annual leave (paid time off) to certain categories of non-career employees. Speak to your supervisor or refer to the provisions of your collective bargaining agreement to determine eligibility.

#### Employee Assistance Program

At varying times in each of our lives we must face personal challenges. Some problems are easily resolved, but others can best be solved with professional assistance. The Postal Service provides free access to an Employee Assistance Program (EAP) for all employees and their families through Magellan Health Services. EAP is more than just another benefit. It's a time-saving, stress-relieving, powerful tool that helps put resources at your fingertips and supports you in reaching your full potential. Check out [www.EAP4YOU.com](http://www.EAP4YOU.com) for more information.



11/20/17



## Fact Sheet, Non-Career Employee Benefits pg. 2



### Benefits & Wellness

The Benefits & Wellness Team's mission is to support the overall wellbeing of our employees and their families through awareness, education, and access to better options. Wellness is about your physical and emotional health, it's about your sense of financial security, it's about your connections with others and your community, and it's about how fulfilled you feel in your work, and at work. Wellness is not about sacrificing in one area in order to succeed in another. It's about finding a balance between all of these dimensions – caring for the whole *you*. Visit our Health and Wellness page at <https://liteblue.usps.gov/wellness/>.

### LOOKING AHEAD

In addition to a number of the benefits provided to non-career employees, bargaining unit career employees receive:

- A generous Postal Service contribution towards the FEHB plan of their choice.
- Free Basic life insurance coverage and the option to purchase additional coverage for themselves and their family.
- Participation in the Federal Employees Retirement System, which provides a defined benefit (pension) and up to a 5% Postal Service contribution towards their Thrift Savings Plan.
- For full-time career employees, thirteen days of annual leave increasing to 20 days per year after 3 years of service, and 13 days of sick leave per year. For part time employees, excluding rural carriers, annual and sick leave is prorated based upon hours in a pay status.
- Tax-free purchase of public transportation and parking, up to the IRS maximums, to reduce out-of-pocket transportation costs through our Commuter Benefits program

As you continue your employment with the Postal Service, you may want to consider working towards a career appointment for even more benefits.

Over time benefits can change. Please visit <https://liteblue.usps.gov/benefits> for the most up to date information.

*It is not the intent of this document to amend or conflict with the provisions of the collective bargaining agreements between the Postal Service and its labor unions, nor with provisions of the Employee and Labor Relations Manual (ELM). The specific benefits authorized for an employee covered by a collective bargaining agreement are determined by the terms of that agreement, or the ELM.*



11/20/17



## Customized 14 General Principles



U.S. Postal Service Ethics Office  
202-268-6346  
[Ethics.Help@usps.gov](mailto:Ethics.Help@usps.gov)

## Customized 14 General Principles

- ETHICS -

### GENERAL PRINCIPLES

*The following general principles apply to every employee and may form the basis for the standards contained in this part. Where a situation is not covered by the standards set forth in this part, employees shall apply the principles set forth in this section in determining whether their conduct is proper.*

1. Public service is a public trust, requiring employees to place loyalty to the Constitution, the laws and ethical principles above private gain.
2. Employees shall not hold financial interests that conflict with the conscientious performance of duty.
3. Employees shall not engage in financial transactions using nonpublic Government information or allow the improper use of such information to further any private interest.
4. An employee shall not, except as permitted by subpart B of this part, solicit or accept any gift or other item of monetary value from any person or entity seeking official action from, doing business with, or conducting activities regulated by the employee's agency, or whose interests may be substantially affected by the performance or nonperformance of the employee's duties.
5. Employees shall put forth honest effort in the performance of their duties.

## Customized 14 General Principles

6. Employees shall not knowingly make unauthorized commitments or promises of any kind purporting to bind the Government.
7. Employees shall not use public office for private gain.
8. Employees shall act impartially and not give preferential treatment to any private organization or individual.
9. Employees shall protect and conserve Federal property and shall not use it for other than authorized activities.
10. Employees shall not engage in outside employment or activities, including seeking or negotiating for employment, that conflict with official Government duties and responsibilities.
11. Employees shall disclose waste, fraud, abuse, and corruption to appropriate authorities.
12. Employees shall satisfy in good faith their obligations as citizens, including all just financial obligations, especially those—such as Federal, State, or local taxes—that are imposed by law.
13. Employees shall adhere to all laws and regulations that provide equal opportunity for all Americans regardless of race, color, religion, sex, national origin, age, or handicap.
14. Employees shall endeavor to avoid any actions creating the appearance that they are violating the law or the ethical standards set forth in this part. Whether particular circumstances create an appearance that the law or these standards have been violated shall be determined from the perspective of a reasonable person with knowledge of the relevant facts.



# Supplemental Standards of Ethical Conduct for Employees of the United States Postal Service



## Supplemental Standards of Ethical Conduct For Employees of the United States Postal Service

### **5 C.F.R. § 7001.102(a)**

No Postal Service employee shall engage in outside employment or business activities with or for a person, including oneself, engaged in:

- i. The manufacture of any uniform or other product required by the Postal Service for use by its employees or customers;
- ii. The transportation of mail under Postal Service contract to or from the postal facility at which the employee works, or to or from a postal facility within the delivery area of a post office in which the employee works;
- iii. Providing consultation, advice, or any subcontracting service, with respect to the operations, programs, or procedures of the Postal Service, to any person who has a contract with the Postal Service or who the employee has reason to believe will compete for such a contract; or
- iv. The operation of a commercial mail receiving agency registered with the Postal Service, or the delivery outside the mails of any type of mailable matter, except daily newspapers.

### **5 C.F.R. § 7001.102(b)**

Prior approval\* is required before an employee may engage in outside employment or business activities with or for persons with whom the employee has official dealings on behalf of the Postal Service, or with or for persons, including oneself, whose interests are substantially dependent upon or affected significantly by postal rates, fees, or classifications, or substantially dependent upon providing goods or services to, or for use in connection with, the Postal Service.

### **5 C.F.R. § 7001.103**

Pursuant to 18 U.S.C. § 440, an employee is prohibited from becoming interested in any contract for carrying the mail, or acting as an agent—with or without compensation—for any contractor, or person offering to become a contractor, in any business before the Postal Service.

*\*Request prior approval from the **Ethics Office** at 202-268-6346 or [ethics.help@usps.gov](mailto:ethics.help@usps.gov).*

*Updated 6/19/2015*

## Outside Employment and Activities Briefing Sheet

### **Outside Employment and Activities:**

#### ***What You Should Know About Working Outside the Postal Service***

The *Standards of Ethical Conduct for Employees of the Executive Branch* (Standards) and the *Supplemental Standards of Ethical Conduct for Employees of the U.S. Postal Service* (Supplemental Standards) impose restrictions on postal employees regarding outside employment or business activities that may conflict with their official duties. The Supplemental Standards specifically prohibit postal employees from engaging in certain outside employment and business activities in addition to their postal jobs.

#### **Postal employees may NOT engage in outside employment or business activities with or for:**

- A person or company that delivers mailable matter (other than daily newspapers) outside of the U.S. mail. Companies that deliver mailable matter outside the mail include, for example, FedEx, UPS, Amazon, DHL, and all other persons or companies that provide delivery services for items that could otherwise be sent through the mail. This prohibition is not affected by the contracts and agreements between USPS and any such companies;
- A person or company that operates a commercial mail receiving agency (CMRA), such as, for example, The UPS Store, FedEx Print & Ship Center, Mail Boxes Etc., PakMail, and other similar outlets;
- A person or company that manufactures uniforms or other products required by the Postal Service for use by its employees or customers;
- A person or company that moves mail pursuant to Postal Service contract (Highway Contract Routes – HCR) to or from the postal facility at which the employee works and/or within the delivery area of the employee's facility, and
- A person or company that provides consultation, advice, or any subcontracting service regarding postal programs, operations, or procedures, to any person or entity that has a contract with the Postal Service or that seeks to contract with the Postal Service.

**Certain other activities and employment may be permitted if prior approval is obtained** from the Ethics Office at USPS Headquarters in accordance with the Supplemental Standards. More information about outside employment and activities can be found on the Postal Blue website at <http://blue.usps.gov/uspslaw/Ethics.htm>, or

**Contact the Ethics Office at  
(202) 268-6346 or [ethics.help@usps.gov](mailto:ethics.help@usps.gov)**





## USPS Headquarters Ethics Officials

For the most up-to-date information, please visit <http://blue.usps.gov/uspslaw/Ethics.htm>

### FOR QUESTIONS RELATED TO ETHICS

Ethics Helpline 202-268-6346

ETHICS EMAIL: "Ethics Help" (internal email) or [ethics.help@usps.gov](mailto:ethics.help@usps.gov) (external)

### USPS Headquarters Ethics Officials:

**Natalie Bonanno**

Acting Associate General  
Counsel and Chief Ethics &  
Compliance Officer

Ethics & Compliance Office  
475 L'Enfant Plaza, SW, Rm. 6108  
Washington, DC 20260-1101  
(202) 268-2944

**Jessica Brewster-Johnson, Senior Ethics Counsel**

Ethics & Compliance Office  
USPS Law Department  
475 L'Enfant Plaza, SW, Rm. 6426  
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**Tamara O'Neil, Attorney**

Ethics & Compliance Office  
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475 L'Enfant Plaza, SW, Rm. 6405  
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(202) 268-5060

**Elaine Champi, Attorney**

Ethics & Compliance Office  
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(202) 268-2830

**Clevette Lee, Attorney**

Ethics & Compliance Office  
USPS Law Department  
475 L'Enfant Plaza, SW, Rm. 6433  
Washington, DC 20260-1127  
(202) 268-8149

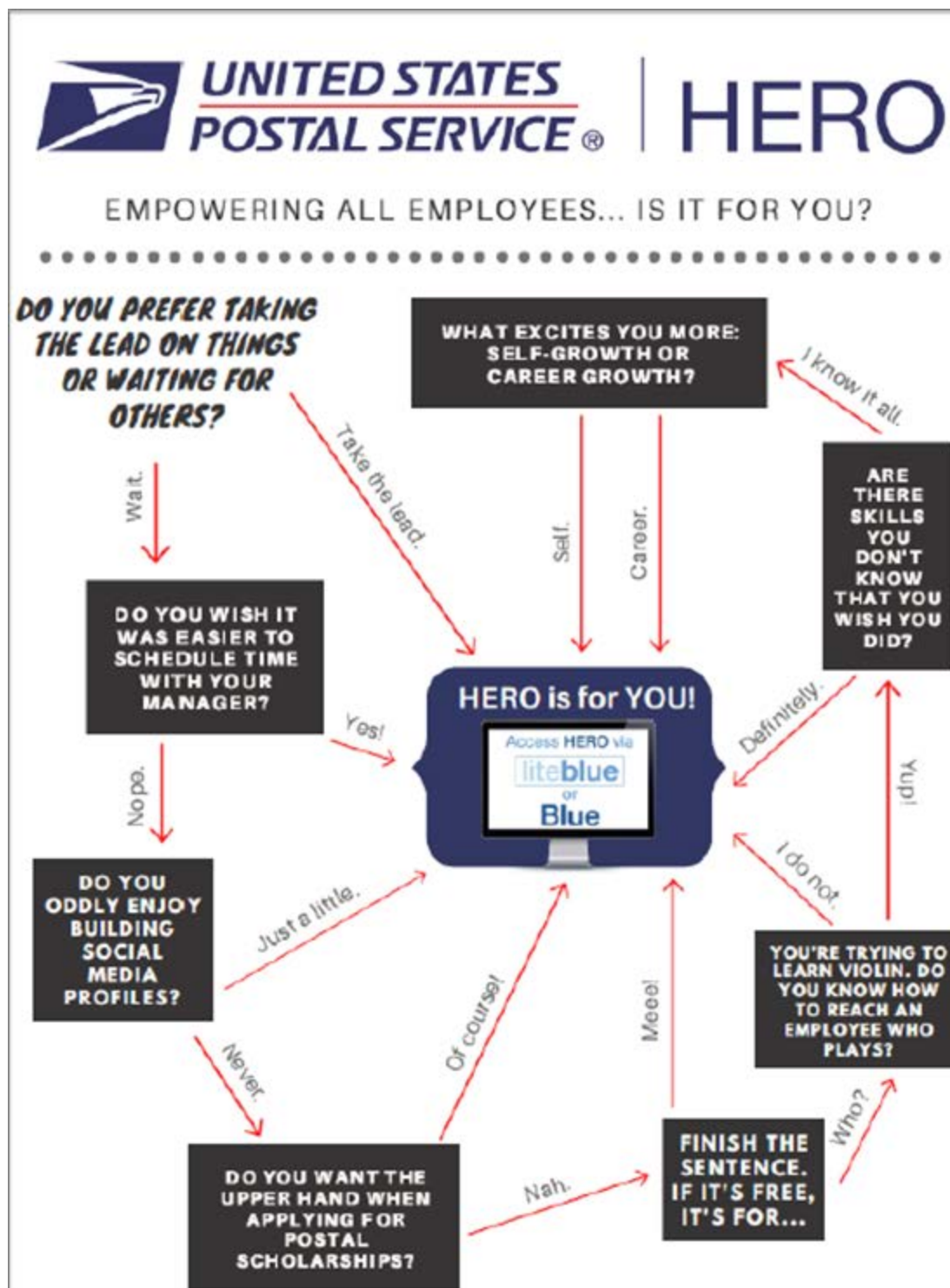
**LaToya Parker, Ethics Specialist**

[Financial Disclosure (OGE-450 & OGE-278e reports) issues]  
Ethics & Compliance Office  
USPS Law Department  
475 L'Enfant Plaza, SW, Rm. 6306  
Washington, DC 20260-1127  
(202) 268-5798

Last update: 08-2018



## HERO Reference Materials



## HERO Reference Materials

Start owning your career **NOW!**

**1** It starts with your HEROProfile!

[View HEROProfile Video](#)

[Update Your HEROProfile](#)



**2**

Once your HEROProfile is completed, reach out to your manager about your next steps...

**3**

Continue to use HERO to  
**Learn, Grow, and Develop!**

Access HERO via

**liteblue**

or

**Blue**



## HERO Reference Materials

# SELF-DEVELOPMENT

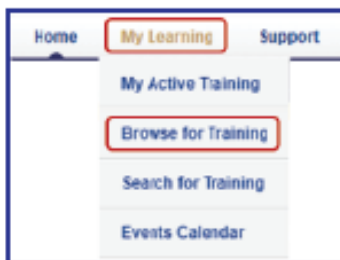


Hover over **My Learning**

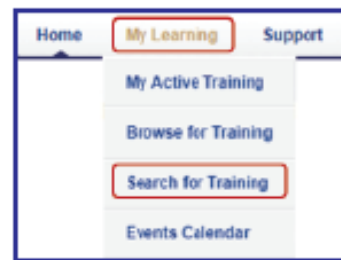
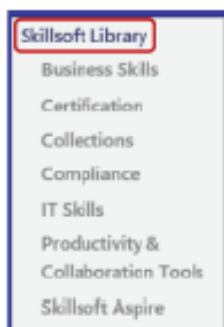
**Browse for Training**



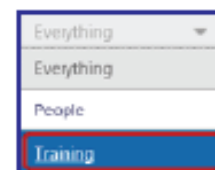
**Search for Training**



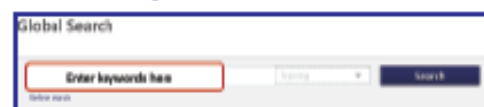
**Select Skillsoft Library**



**Select Training from dropdown**



**Search keywords to locate course!**



***Start enjoying this free benefit today !***



## HERO Reference Materials



### Frequently Asked Questions (FAQs)

HERO | Self-Development

#### GENERAL

##### What is Self-Development?

Self-Development is voluntary, off-the-clock training which an employee chooses to take in order to attain self-determined goals or personal objectives. Self-Development is not to be directly related to the employee's current job or definite future assignment and is separate from any mandatory or assigned training.

##### What are the benefits of Self-Development?

Self-Development provides all USPS® employees the opportunity to learn something new, grow personally, enhance current skillsets, or prepare for professional certifications for free.

##### Who can access self-development courses?

All employees can access this no-cost benefit through the Learning Portal in HERO.

##### What type of self-development courses can be accessed?

There are over 3,000 self-development courses in HERO, which include categories such as leadership, project management, legal compliance, information technology skills, mobile devices and computer skills, finance and accounting, professional effectiveness, and human resources.

##### How do I access self-development courses?

Most employees can access self-development courses anytime off-the-clock by logging into HERO through LiteBlue on their personal device or computer. Those who have the ability to view and/or impact another employee's training records (elevated access) can access self-development courses in HERO through Blue outside of their regular work hours and with advance approval if postal resources are to be used.

##### When can I complete self-development courses?

Self-Development courses are to be completed outside of the employee's regular work hours and are non-compensable. Management should support and provide the necessary resources to the extent possible for those employees with elevated access who opt to complete self-development courses.

## Accessing LiteBlue and PostalEASE

(Page 1 of 2)

### To access LiteBlue...

**STEP 1:** From the Internet, enter **liteblue.usps.gov** in the URL.



**STEP 2:** From the LiteBlue Welcome page:

- Enter your 8-digit **Employee ID**.
- Enter your **USPS Self-Service Password**.
- Click on the **Logon** button.

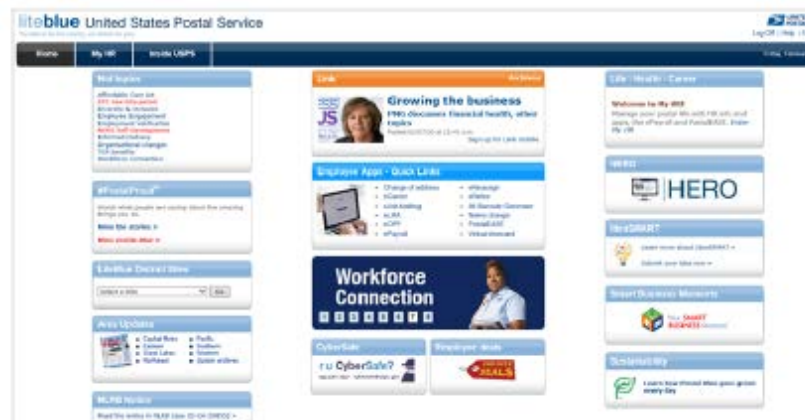
? Employee ID:

? USPS Password:

**Log On**

[Forget Your Password?](#)  
[Frequently asked questions](#)

You will land on the LiteBlue homepage.



To access HERO and start owning your career, click on the HERO image located on the right-hand side of the LiteBlue home page. Once in HERO, choose HERO Support for further guidance.



## Accessing LiteBlue and PostalEASE

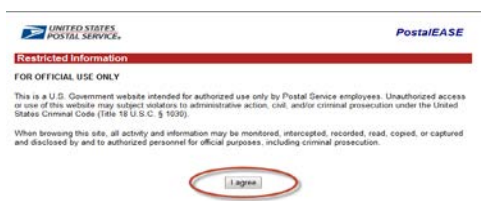
(Page 2 of 2)

### To access PostalEASE...

**STEP 1:** From the LiteBlue home page, click on **PostalEASE** as it appears in the Employee Apps – Quick links carousel.



**STEP 2:** Review the user agreement for PostalEASE and select **I Agree** to continue.



**STEP 3:** From the PostalEASE Welcome page,

- Enter your 8-digit **Employee ID**.
- Enter your **USPS Password**.
- Click on the **Submit** button.

You will land on the PostalEASE Main Menu.

**Login**

Employee Identification Number: A

Password: B

Submit C

USPS Restricted Information

#### PostalEASE Employee Web Main Menu

Note: Do not use the browser's Back or Forward button for navigating within PostalEASE. Use only the buttons included on the PostalEASE Web pages.

Payroll	Benefits
Allotments / Payroll Net To Bank	USPS Non-Career Employee Health Benefits Plan
Federal W-4	Federal Employees Health Benefits
eTravel Net To Bank	Thrift Savings Plan / Traditional and Roth
W-2	TSP Catch-Up Contributions / Traditional and Roth
State Tax	Flexible Spending Accounts
	Annual Leave Exchange
	Annuity Estimate
	eOPF Fulfillment
	Health Savings Accounts

Log out

Brought to you in partnership by Human Resources and Information Technology

## Managing Your Compensation

(Page 1 of 3)

**STEP 1:** From the PostalEASE Main Menu, click on **Allotments / Payroll Net to Bank**.

**STEP 2:** Review the information on the Allotments/Net to Bank welcome page. Click on **Continue** to proceed with processing your transaction.

**STEP 3:** From the Allotments/Net to Bank Transaction Menu:

- A. Click **Allotments** to add, change, or cancel specified amounts deposited to an account at a financial institution.

**OR**

- B. Click **Net To Bank** to add, change, or cancel a direct deposit of your net paycheck after any allotments.

## Managing Your Compensation

(Page 2 of 3)

### To add or change Allotments...

**STEP 1:** From the Allotments page,

- a) Enter the 9-digit financial institution **Routing Transit #**.
- b) Enter the **Account #**.
- c) Select an **Account Type**.
- d) Click on the **Submit** button.
- e) Enter **Amount**.

The name of your financial institution will automatically populate based on the routing number entered.

**STEP 2:** Click **Validate** and verify that the information entered is accurate.

**STEP 3:** Click the **Submit** button.

**STEP 4:** You will receive a confirmation number, the processing date and the paycheck that will reflect your choices.

#### Allotment 1

Add New Allotment	
Routing Transit #:	<input type="text"/> Example
Financial Institution Name:	None
Account #:	<input type="text"/> Example
Account Type:	<input type="text"/>
Amount: \$	<input type="text"/>

This transaction will be processed in pay period  and reflected in your paycheck dated

Your transaction has been successfully recorded.  
Thank you for using PostalEASE.  
Your confirmation number:

138998

Please save this confirmation for your records.

# Managing Your Compensation

(Page 3 of 3)

## To add or change Net to Bank...

**STEP 1:** From the Net to Bank page:

- a) Enter the 9-digit financial institution **Routing Transit #**.
- b) Enter the Account #.
- c) Select an **Account Type**.

The name of your financial institution will automatically populate based on the routing number entered.

NOTE: To cancel your existing direct deposit, click the **Cancel Net to Bank** button.

**STEP 2:** Click **Validate** and verify that the information entered is accurate.

**STEP 3:** Click the **Submit** button.

**STEP 4:** You will receive a confirmation number, the processing date and the paycheck that will reflect your choices.

### Net To Bank

Current Information	
Routing Transit #:	<input type="text"/> Example
Financial Institution Name:	
Account #:	<input type="text"/> Example
Account Type:	<input type="text"/>

Cancel Net To Bank

To modify your Net To Bank, enter the information above and then click Validate. To cancel it, click the Cancel Net To Bank button above.

Back Main Menu Validate

USPS Restricted Information

This transaction will be processed in pay period  and reflected in your paycheck dated

Your transaction has been successfully recorded.  
Thank you for using PostalEASE.  
Your confirmation number:

138998

Please save this confirmation for your records.



# Managing Your Health Benefits

## STEP 1: Log into PostalEASE.

**PostalEASE Employee Web Main Menu**

Note: Do not use the browser's Back or Forward button for navigating within PostalEASE. Use only the buttons included on the PostalEASE Web pages.

Payroll	Benefits
Allotments / Payroll Net To Bank	USPS Non-Career Employee Health Benefits Plan
Federal W-4	Federal Employees Health Benefits
eTravel Net To Bank	Thrift Savings Plan / Traditional and Roth
W-2	TSP Catch-Up Contributions / Traditional and Roth
State Tax	Flexible Spending Accounts
	Annual Leave Exchange
	Annuity Estimate
	eOPF Fulfillment
	Health Savings Accounts

Log out

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## STEP 2: Select the health benefits plan in which you wish to enroll.

- a) Click **USPS Non-Career Employee Health Benefits Plan** to enroll in the NCEHB program and follow the prompts to complete each screen.

NOTE: This plan is available to select employees only.

OR

- b) Click **Federal Employee Health Benefits** to enroll in the FEHB program and follow the prompts to complete each screen.

NOTE: Non career employees may be eligible after one year of continuous employment, excluding any break in service of 5 days or less.

**PostalEASE Employee Web Main Menu**

Note: Do not use the browser's Back or Forward button for navigating within PostalEASE. Use only the buttons included on the PostalEASE Web pages.

Payroll	Benefits
Allotments / Payroll Net To Bank	USPS Non-Career Employee Health Benefits Plan <b>A</b>
Federal W-4	Federal Employees Health Benefits <b>B</b>
eTravel Net To Bank	Thrift Savings Plan / Traditional and Roth
W-2	TSP Catch-Up Contributions / Traditional and Roth
State Tax	Flexible Spending Accounts
	Annual Leave Exchange
	Annuity Estimate
	eOPF Fulfillment
	Health Savings Accounts

Log out

*Brought to you in partnership by Human Resources and Information Technology*



## Resetting Your USPS Self-Service Password

If you have lost or forgotten your password...

**STEP 1:** Click the **Forget Your Password?** link on the LiteBlue login pages.

### Welcome to LiteBlue

The next generation in employee communications

LiteBlue is here to help you to communicate faster and stay connected. It's packed with the information you want about career development, revenue and service performance, products, recognition — you name it. There's even a place where you can give us feedback. You also have secure access to PostalEASE through LiteBlue to check, and during open season, change your benefits selections.

Check back often, because LiteBlue will continue to evolve — to transform — and deliver results that serve you better. It's the postal way!

Reminder, as of April 28, 2014, use your SSP Password for Self Service Web applications; use your USPS Personal Identification Number (PIN) for Self Service IVRs (Interactive Voice Response Systems).

### Here's how you log on:

You'll need your Employee ID and USPS Self Service Password to log on to LiteBlue.

- Your Employee ID is easy to find — just look at the top of your earnings statement. It's the 8-digit number printed just above the words "Employee ID."
- Your USPS Self Service Password is the new security standard as of April 28, 2014 that is used to access a variety of USPS self-service applications including LiteBlue. If you have not set up your password in the Self Service Profile (SSP) application or you have forgotten your Self Service Password [click here](#).

**As of April 28, 2014 this application will require a new password instead of the 4-digit PIN.**

Employee ID:

USPS Password:

Log On

Forget Your Password?

Frequently asked questions



Is this Site Secure?

You will land on the USPS Self-Service Profile EIN Verification page from which you will be guided through the SSP Application - Password Reset process

**NOTE:** If this is your first visit, you will be guided through the SSPR registration process. Once the registration process is completed:

- You will be instructed to exit the application.
- A USPS password letter will be automatically generated and mailed to your address of record confirming the registration process has taken place.
- At this point, you will be able to use the SSPR application to reset or change your USPS self-service password from the LiteBlue login page using the process above.

# PS Form 8139, Your Role in Protecting the Security of the United States Mail



## Your Role in Protecting the Security of the U.S. Mail

As a Postal Service employee you must preserve and protect the security of all mail in your custody from unauthorized opening, inspection, tampering, delay, reading of the contents or covers, or other unauthorized acts. With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Mail Recovery Center), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime. Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution. Mail security instructions are contained in part 274 of the *Administrative Support Manual*.

Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, *Theft of Mail Matter by Officer or Employee*, states:

"Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."

### Acknowledgment

I understand that it is my duty to report immediately to my supervisor or to a Postal Inspector any information I may have of any theft, pilferage, unlawful delay of mail, or evidence of intent to commit such a crime. I fully understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, or to steal or attempt to steal mail of any kind, even if it appears to be worthless, or to allow others to do so. My signature below indicates that I have read and fully understand the above and I will comply.

Signature of Employee

Date

PS Form 8139, January 2013

## AVSEC Visual Reference

### AVSEC Visual Reference

**CONTAINER CONTENTS**  
**ANONYMOUS**  
**MAIL**

*Return to Sender's ZIP Code:*

Preparer's Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
From (Facility Name): \_\_\_\_\_ ZIP \_\_\_\_\_

☐ POTENTIAL ☐ VERIFIED BY: \_\_\_\_\_

Anonymous Mail Placard

#### DDD1 – 10 Ounce Rule Label



DDD2 – Attention Mailing Customer Label



DDD 1 Placement – Collection Box



DDD 1 Placement – Lobby Drop

**USPS EXPRESS MAIL®**

**USPS PRIORITY MAIL®**

**USPS DELIVERY CONFIRM®**

**Shipping Labels**

#### Digital Meter IBI



#### PC Postage® Internet Postage



#### PC Postage Stamp Labels



Stamps.com NetStamps

#### RAM60



#### CARS







## Suspicious Mail

### What to Look for

Shape	Is the mailpiece lopsided or uneven? Is it rigid or bulky?
Look	Is it leaking a powder or liquid? Is it making a noise? Are there oily stains, discolorations, or crystals on the wrapper? Are there protruding wires? Does it have a strange odor? Is it displaying a threat of hazardous content? Is the package endorsed with markings, such as PERSONAL – FRAGILE – HANDLE WITH CARE? Keep in mind, the outward appearance is limited only by the imagination of the sender.
Address	Is there a return address? Are there restrictive markings, such as PERSONAL OR PRIVATE? Are there misspelled words? Is it addressed to a title rather than to an individual? Is it an incorrect title? Is it poorly typed or written? Are homemade labels or cut-and-paste letters used? Is the postmark different from the return address?
Packaging	Is it sealed with tape? Is there excessive tape? Is there excessive postage?

### People, Package, Plan

To protect yourself, your customers, and our workplace, be aware of this simple but important message for suspicious mail and unknown substances: package, people, plan.

#### **Package: Don't handle it. Isolate it immediately.**

- Stop. Leave the mailpiece or substance where it was found.
- Don't disturb it. Don't try to clean up the substance. Don't open, smell, or taste it.
- Don't bag it or try to containerize it and don't send it to another operation or location.
- If possible, without disturbing the piece of mail or substance, document the location and description of the mailpiece or substance, as well as the name and address of the sender and addressee.
- Try to contact the sender or addressee to verify the contents of the package.
- Isolate it by cordoning off the immediate area.

#### **People: Clear the area of people and notify your supervisor.**

- You need to make everyone aware of the situation. By immediately clearing the area, you prevent others from handling the suspicious mail or substance.

## Suspicious Mail

- Everyone in the immediate area should wash their hands and any exposed skin with soap and water.
- Don't delay contacting your supervisor, who will contact the Inspection Service. If a supervisor isn't available, see the instruction below concerning the plan.

**Plan: Contact the Postal Inspection Service and follow your facility emergency plan.**

- If a supervisor is unavailable, call the Inspection Service's 24-hour, toll-free number at 877-876-2455 (option 2). Tell the Inspection Service what you know about the mailpiece or substance. They will conduct a threat assessment and provide further instruction.
- All Postal Service installations have emergency plans. Follow them! They may be referred to as emergency action plans.

If you experience an emergency involving smoke, fumes, or vapors, or if an employee exhibits medical problems, immediately evacuate the area and call 911.

## Suspicious Items – Exercise Caution

These precautionary measures can help ensure the safety of all Postal Service employees and customers.

### For Collectors and Carriers:

If you open a mailbox and see a suspicious item inside, or if a customer returns a mail piece to you on the street, follow these steps:

- Do not touch or move the item.
- Don't put anything else in the mailbox.
- Leave the mailbox door open.
- Evacuate the immediate area.
- Isolate the area around the mailbox and determine if the suspicious item is or is not an immediate danger to life or safety.

If you believe the suspicious item is not an immediate danger to life or safety:

- Do not touch the package. Personally move to a safe area and call your supervisor to report the incident
- Call the Postal Inspectors at 877-876-2455. When prompted, state "emergency" to speak with a Postal Inspector.

If you think the suspicious item is an immediate danger to life or safety (i.e. if you see smoke or hear sounds such as, hissing, etc.):

- Do not touch the package. Personally move to a safe area and call 911.



- Follow instructions from first responders.
- Call your supervisor to report the incident.
- Call the Postal Inspectors at 877-876-2455. When prompted, state “emergency” to speak with a Postal Inspector.

## Suspicious Mail

### For Mail Processing Employees:

- Examine mail volume pulled from Collection boxes outside the Mail processing facilities for any suspicious packages.
- Follow the proper procedures for suspicious mail, especially for anything discovered in the 010 area.
- Employees working on package sorting equipment must identify and isolate suspicious mail on the machine while dumping or processing.
- Employees working in manual areas must also be able to identify and isolate suspicious mail.

### For Retail and Customer Service Employees:

- Inspect parcels placed in hampers stationed outside the counter line and self-service kiosk parcel drops.
- Inspect any packages left on the dock.
- Identify and isolate possible suspicious mail, including any suspect mail piece returned to you by a customer at the counter, and follow established suspicious mail procedures.

Employees should always exercise caution when coming across a suspicious item, whether it be suspicious mail; unknown powders, liquids or substances; or in the case of emergency situations involving smoke, fumes or vapors.

Suspicious mail characteristics to pay special attention to include shape, look, address and packaging:

- Shape – Is it lopsided or uneven? Is it rigid or bulky?
- Look – Are there oily stains, discolorations, or crystals on the wrapper? Does it have a strange odor?
- Address – Is there a return address? Are there restrictive markings? Are there misspelled words? Is it addressed to a title rather than to an individual? Is it an incorrect title? Is it poorly typed or written?
- Packaging – Is it sealed with tape? Is there excessive tape? Is there excessive postage?

Welcome  
to the

UNITED STATES  
POSTAL SERVICE



UNITED STATES  
POSTAL SERVICE®

# SUSPICIOUS MAIL

**If you see a suspicious letter or package:**

- Stop. Don't handle it.
- Isolate it immediately.
- Don't open, smell, or taste it.
- Notify a supervisor.
- Wash your hands with soap and water.
- Activate your emergency plan.

**Protect yourself,  
your customers,  
and our workplace.**



Contact the  
U.S. Postal  
Inspection  
Service at  
**877-876-2455**  
and request  
assistance.

**In an emergency situation — such as smoke, fumes,  
vapors, or anyone exhibiting medical symptoms:**

- Evacuate the area and notify a supervisor, who will activate the Emergency Action Plan and notify the Inspection Service.
- Follow the instructions of emergency responders.
- Make the notifications indicated in your local emergency action plans.



# Handbook AS 805 Information Security

For information about Information Security, including the following topics, please see Handbook AS 805, available via PolicyNet.

## Essential Facts for All Employees

- About authorized and limited personal use of IT
- About your password
- About email
- About computer viruses
- About safe handling of information resources (protection of sensitive data)

## AS 805 Location

- Chapter 5-2
- Chapter 9-6.1
- Chapter 5-3
- Chapter 10-6.2
- Chapter 5-6





**CyberSafe**  
at USPS®

## CyberSafe: Strong Password Checklist and Best Practices

### Password Checklist

1

#### Step 1

**Start by thinking of a phrase you will remember.**

Remember, do not include easily identifiable personal data, friends names, or login information.

*Be CyberSafe*

2

#### Step 2

**Change specific letters into special characters or numbers, such as:**

- E to 3
- A to \*

*B3\_Cyb3rS\*f3*

3

#### Step 3

**Add a unique identifier to further differentiate your passwords from separate account types.**

Work = w0^K

Mobile = M0p!13

Remember to customize your unique identifiers.

*w0^K*

4

#### Step 4

**Ensure your password is AS-805c compliant using three character options below:**

- One uppercase (A-Z)
- One lowercase (a-z)
- One numeral (0-9)
- One special character (eg., @, \$, &, or !)

*B3\_Cyb3rS\*f3\_w0^K*



#### Do Not Share Login Credentials

- **Do not share your password** with anyone, including managers, even if they ask for it
- **Do not write your password down** or display it anywhere



#### Do Not Use Personal Passwords For Work

- Do not use the **same password** for multiple applications or accounts
- Add **unique identifiers** to differentiate passwords (e.g., for a work account add "w0^K" to the end)



#### Follow the Strong Password Checklist

- Use **phrases** that are easy to remember
- Change specific letters to **special characters or numbers** (e.g., change the letter "E" to "3")



## CyberSafe: Separate for Security



# CyberSafe

at USPS®

## Separate for Security

# NEVER

Never connect your personal or work devices to USPS computers, equipment or networks.

MOBILE PHONES • TABLETS • WEARABLE TECHNOLOGY • HEADPHONES • HOUSEHOLD EQUIPMENT • WI-FI ENABLED TOYS AND GADGETS



**KEEP USPS NETWORKS SAFE**  
If you need to charge a device, use an outlet.



**Stop and Think, before you Connect.**



Report suspicious emails to CSOC immediately by selecting the email(s) and clicking the **Report to CyberSafe** button in the Outlook toolbar. For all other information security incidents, email [cybersafe@usps.gov](mailto:cybersafe@usps.gov).



## CyberSafe: Additional Support and Materials





**CyberSafe**  
at USPS®

### **Additional Support Materials:**

Visit our webpages at <https://blue.usps.gov/cyber> and <https://liteblue.usps.gov/> to download additional CyberSafe materials. If you have any questions, concerns, or requests, please contact [cybersafecomms@usps.gov](mailto:cybersafecomms@usps.gov).



## OSHA 3165-04R 2019



U.S. Department of Labor  
Occupational Safety  
and Health Administration

# Job Safety and Health IT'S THE LAW!

**All workers have the right to:**

- A safe workplace.
- Raise a safety or health concern with your employer or OSHA, or report a work-related injury or illness, without being retaliated against.
- Receive information and training on job hazards, including all hazardous substances in your workplace.
- Request a confidential OSHA inspection of your workplace if you believe there are unsafe or unhealthy conditions. You have the right to have a representative contact OSHA on your behalf.
- Participate (or have your representative participate) in an OSHA inspection and speak in private to the inspector.
- File a complaint with OSHA within 30 days (by phone, online or by mail) if you have been retaliated against for using your rights.
- See any OSHA citations issued to your employer.
- Request copies of your medical records, tests that measure hazards in the workplace, and the workplace injury and illness log.


**Employers must:**

- Provide employees a workplace free from recognized hazards. It is illegal to retaliate against an employee for using any of their rights under the law, including raising a health and safety concern with you or with OSHA, or reporting a work-related injury or illness.
- Comply with all applicable OSHA standards.
- Notify OSHA within 8 hours of a workplace fatality or within 24 hours of any work-related inpatient hospitalization, amputation, or loss of an eye.
- Provide required training to all workers in a language and vocabulary they can understand.
- Prominently display this poster in the workplace.
- Post OSHA citations at or near the place of the alleged violations.

On-Site Consultation services are available to small and medium-sized employers, without citation or penalty, through OSHA-supported consultation programs in every state.

*This poster is available free from OSHA.*

**Contact OSHA. We can help.**



1-800-321-OSHA (6742) • TTY 1-877-889-5627 • [www.osha.gov](http://www.osha.gov)

## Postal Shoe Policy

### Postal Shoe Policy

**You are required to wear approved slip resistant shoes at all times!**  
Proper slip resistance shoes keep you and other safe.



**APPROVED  
SHOES**



**NOT APPROVED  
SHOES**

All employees **MUST** wear proper footwear while on the workroom floor. Shoes **MUST** be fully enclosed on all sides and are made of leather (canvas and nylon are **NOT** allowed). Employees who wish to request an exception to these rules for a medical reason must submit a written request enclosing all medical documentations to the Human Resource Manager for prior approval. **RANDOM SHOE INSPECTIONS** may be conducted at any time. Proper fit, good condition of leather and shoe strings and sufficient soles must be intact. Employees wearing shoes that are not authorized or shoes that are inadequate will be subject to administrative action.









**✓ APPROVED**

- Heels less than 1 ½ inches
- Sole height is ½ inch or less
- Must be leather
- Must be fully enclosed












**✗ PROHIBITED**

- Spiked heels
- Canvas, cloth, mesh or nylon
- Tennis, athletic, jogging or sneakers that are not made of leather
- Open toe, open heel, sandals, house slippers
- Z-Coil, flip-flops or platform shoes





## Activity: Unsafe Act or Unsafe Condition

- ☐ Missing guards or protection
- ☐ Using defective equipment
- ☐ Operating at improper speed Using equipment improperly
- ☐ Failure to warn or secure
- ☐ Poor housekeeping
- ☐ Excessive noise
- ☐ Fire and explosion hazards
- ☐ Excessive overtime
- ☐ Failure to use personal protective equipment
- ☐ Improper lifting
- ☐ Operating without authority
- ☐ Making safety devices inoperable
- ☐ Improper loading or placement
- ☐ Defective tools and equipment
- ☐ Congested work areas
- ☐ Inadequate illumination or ventilation

Welcome  
to the


UNITED STATES  
POSTAL SERVICE


## PS Form 1767, Report of Hazard, Unsafe Condition, or Practice

 <b>UNITED STATES POSTAL SERVICE®</b>		<b>Report of Hazard, Unsafe Condition or Practice</b>				Hazard Control Number (Assigned by Safety Officer)	
<b>I. EMPLOYEE'S ACTION</b>							
Area (Specify Work Location)							
Describe hazard, unsafe condition or practice. Recommended corrective action.							
<b>Employee</b>		Print and Sign			Date and Tour		
<b>II. SUPERVISOR'S ACTION</b>							
Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. (If corrective action has been taken, indicate the date of abatement.)							
<b>Supervisor</b>		Print and Sign			Date		
<b>III. APPROVING OFFICIAL'S ACTION (Check One and Complete)</b>							
The following corrective action was taken to eliminate the hazard, unsafe condition or practice (Indicate date of abatement):							
A work order has been submitted to the manager, plant maintenance to effect the following change:							
There are no reasonable grounds to determine such a hazard exists. This decision is based upon:							
<b>Approving Official</b>		Print and Sign			Date		Date Employee Notified
<b>IV. MAINTENANCE ACTION (Complete if Necessary)</b>							
<b>Maintenance Supervisor</b>		Print and Sign			Date		Date Hazard Abated
PS Form <b>1767</b> , March 2017 PSN 7530-01-000-9422							
WHITE – Local Safety Office (After Abatement) YELLOW – Approving Official				PINK – Local Safety Official (Initial Notice) BLUE – Employee			



## PS Form 4707, Out of Order

<div style="text-align: center;"></div> <p>PS 4707, January 1991 (Reverse)</p> <p style="text-align: center;"><b>DO NOT USE</b></p> <p style="text-align: center;"><b>REMOVE FROM SERVICE IMMEDIATELY</b></p>	
<hr style="border-top: 1px dashed black;"/>	
TYPE OF EQUIPMENT: _____	
LOCATION: _____	

<div style="text-align: center;"></div> <p>PS 4707, January 1991</p> <p style="text-align: center;"><b>U.S. POSTAL SERVICE OUT OF ORDER</b> <i>(Defective or Inoperative Equipment)</i></p>	
Type of Machine or Equipment	Number <b>10689</b>
Office	
Description of Defect	
Handling Instructions	
Employee	
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>	
<hr style="border-top: 1px dashed black;"/>	
Type of Machine or Equipment	Number <b>10689</b>
Office	
Employee	
<b>Turn this stub into you supervisor. Affix tag to defective or inoperative article.</b>	






## Activity: Completing PS Form 4707, Out of Order

**Instructions (Part A):** You are assigned to use a postal utility cart to move letters at the Processing & Distribution Center. However, you notice the metal hub supporting the utility cart's basket has been damaged, causing the basket to tip sideways. Document and report the piece of defective equipment using Form 4707.



Utility Cart



PS 4707, January 1991 (Reverse)


# DO NOT USE

## REMOVE FROM SERVICE IMMEDIATELY

---

TYPE OF EQUIPMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_



PS 4707, January 1991

### U.S. POSTAL SERVICE OUT OF ORDER

*(Defective or Inoperative Equipment)*

Type of Machine or Equipment	Number <b>10689</b>
Office	
Description of Defect	
Handling Instructions	
Employee	
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>	

---

Type of Machine or Equipment	Number <b>10689</b>
Office	
Employee	
<b>Turn this stub into you supervisor. Affix tag to defective or inoperative article.</b>	

**Instructions (Part B):** Name three actions you need to take after the form is completed.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## Heat Illness Prevention Program

### Heat Illness Prevention Program

**SAFETY  
DEPENDS  
ON ME!**

The purpose Postal Service's **Heat Illness Prevention Program ("HIPP")**, is to protect our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in every Postal Service facility and will be available for review by all employees. The HIPP Poster can be printed from the Safety Resources and additional posters, vehicle stickers and badge cards can be ordered from the Topeka NDC.

The HIPP is triggered when any employee in a facility is exposed, or reasonably anticipated to be exposed, to heat index temperatures exceeding 80 degrees Fahrenheit for extended periods of time, six hours or more, over the course of a work day or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided the below visual aids illustrating the various symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

	Symptoms	First Aid*
<b>Heat Stroke</b>	<ul style="list-style-type: none"> <li>Confusion</li> <li>Fainting</li> <li>Seizures</li> <li>Complete sweating or red, hot, dry skin</li> <li>Very high body temperature</li> </ul>	<p>Call 911</p> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>Worker should rest in a shade, cool area</li> <li>Loosen clothing, remove outer clothing</li> <li>Use a fan and place cold packs in armpits, if available</li> <li>Wet worker with cool water, apply ice packs, cool compresses, or ice, if available</li> <li>Drink fluids (preferably water) as soon as possible</li> <li>Stay with worker until help arrives</li> </ul>
<b>Heat Exhaustion</b>	<ul style="list-style-type: none"> <li>Cool, moist skin</li> <li>Heavy sweating</li> <li>Headaches</li> <li>Nausea or vomiting</li> <li>Dizziness</li> <li>Light-headedness</li> <li>Weakness</li> <li>Thirst</li> <li>Irritability</li> <li>Fast heart beat</li> </ul>	<p>Call 911</p> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>Sit or lie down in a cool, shady area</li> <li>Drink plenty of water or other cool beverages</li> <li>Use cool compresses or ice packs, if available</li> <li>Do not return to work that day</li> </ul>
<b>Heat Cramps</b>	<ul style="list-style-type: none"> <li>Muscle spasms</li> <li>Pain</li> <li>Usually in abdomen, arms or legs</li> </ul>	<ul style="list-style-type: none"> <li>Have worker rest in shade, cool area</li> <li>Worker should drink water or other cool beverages</li> <li>Wait a few hours before allowing worker to return to strenuous work</li> <li>Have worker seek medical attention if cramps don't go away</li> </ul>
<b>Heat Rash</b>	<ul style="list-style-type: none"> <li>Clusters of red bumps on skin</li> <li>Often appears on neck, upper chest, folds of skin</li> </ul>	<ul style="list-style-type: none"> <li>Try to work in a cooler, less humid environment when possible</li> <li>Keep the affected area dry</li> </ul>

\*Remember, if you are not a medical professional, use this information as a guide only to help workers in need.  
\*\* Before an employee who has been absent due to heat-related illness may return to work, management may request medical documentation clearing the employee to work. ELM §§ 866.1 and 965.3.



Seek Immediate Medical Assistance for Heat-Related Illnesses. Call 9-1-1.

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Employees should report any signs or symptoms of heat-related illness to their supervisor, who should then call 9-1-1 immediately if it is determined that medical attention is necessary. However, if the employee determines that medical attention may be necessary prior to calling the supervisor, the employee should not hesitate to call 9-1-1 first.

**Always Remember: Safety Depends on Me!**

## Form CA-10, What A Federal Employee Should Do When Injured at Work

### What A Federal Employee Should Do When Injured At Work



Report to Supervisor	Every job-related injury should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment as well as damage to medical braces, artificial limbs and other prosthetic devices.
Obtain Medical Care	Before you obtain medical treatment, ask your supervisor to authorize medical treatment by use of form CA-16. You may initially select the physician to provide necessary treatment. This may be a private physician or, if available, a local Federal medical officer/hospital. Emergency medical treatment may be obtained without prior authorization. Take the form CA-16 and form OWCP-1500/HCFA-1500 to the provider you select. The form OWCP-1500/HCFA 1500 is the billing form physicians must use to submit bills to OWCP. Hospitals and pharmacies may use their own billing forms. On occupational disease claims form CA-16 may not be issued without prior approval from OWCP.
File Written Notice	In traumatic injuries, complete the employee's portion of Form CA-1. Obtain the form from your employing agency, complete and turn it in to your supervisor as soon as possible, but not later than 30 days following the injury. For occupational disease, use form CA-2 instead of form CA-1. For more detailed information carefully read the "Benefits ..." and "Instructions ..." sheets which are attached to the Forms CA-1 and CA-2.
Obtain Receipt of Notice	A "Receipt" of Notice of Injury is attached to each Form CA-1 and Form CA-2. Your supervisor should complete the receipt and return it to you for your personal records. If it is not returned to you, ask your supervisor for it.
Submit Claim For COP/Leave and/or Compensation For Wage Loss	If disabled due to traumatic injury, you may claim continuation of pay (COP) not to exceed 45 calendar days or use leave. A claim for COP must be submitted no later than 30 days following the injury (the form CA-1 is designed to serve as a claim for continuation of pay). If disabled and claiming COP, submit to your employing agency within 10 work days medical evidence that you sustained a disabling traumatic injury. If disabled beyond the COP period, or if you are not entitled to COP, you may claim compensation on form CA-7 or use leave. If disabled due to occupational disease, you may claim compensation on form CA-7 or use leave. A claim for compensation for disability should be submitted as soon as possible after it is apparent that you are disabled and will enter a leave-without-pay status.

The Federal Employees' Compensation Act (FECA) is administered by the U.S. Department of Labor, Office of Workers' Compensation Programs (OWCP). Benefits include continuation of pay for traumatic injuries, compensation for wage loss, medical care and other assistance for job-related injury or death. For additional information about the FECA, read pamphlet CA-11, "When Injured at Work" or Federal Personnel Manual, Chapter 810, Injury Compensation, available from your employing agency. The agency will also give you the address of the OWCP Office which services your area.

#### Post on Employees' Bulletin Board

U.S. Department of Labor  
Office of Workers' Compensation Programs



U.S. GOVERNMENT PRINTING OFFICE: 1991 0-488-435

Form CA-10  
Rev. Aug. 1987

## Safety Orientation Awareness Training Worksheet



### Safety Orientation Awareness Training Worksheet

Area	PC	Facility	Fiscal Year

Employee Name				Supervisor Name	
Criteria	Yes	No	N/A	Date Completed	Comments
Emergency Evacuation Plan (Earthquake, Tornado, Hurricane, Suspicious Packages in the Mail, Shelter in Place, Bomb Threat)					
Fire Prevention Plan					
JSA Review for Jobs Employees will perform					
Accident Reporting Requirement					
Employee Rights and Responsibilities					
Using PS Form 1767					
Using PS Form 4707 (Red Tag)					
The Accident Reduction Plan					
Backing Policy					
Policy of Dismounting Vehicles					
Hazard Communication Awareness					
Hazardous Materials Spill and Leak Awareness					
Lockout Awareness					
Confined Space Awareness					
Asbestos Awareness					
Lead Containing Material Awareness					



## Poster 72, Equal Employment Opportunity Is the Law

# EQUAL EMPLOYMENT OPPORTUNITY IS THE LAW

Federal law requires the Postal Service™ to afford equal employment opportunity to employees and applicants for employment regardless of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification. Employment discrimination or retaliation for engaging in an EEO-protected activity is prohibited.

### How to Begin the EEO Process

**Who** If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination.

**When** You must bring individual and class action complaints to the attention of the EEO office by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you knew or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

**How** **Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>**

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO — EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979

### What Will Happen

An EEO professional will contact you. The EEO professional will look into your problem and try to help the parties reach a resolution within 30 days. If the parties are unable to agree on a resolution, and you agree to extend the time period, the precomplaint processing period will be no longer than 90 calendar days.

As an alternative to traditional counseling, the Postal Service may offer mediation as a part of the EEO process. If the matter is not resolved by the conclusion of the counseling process, or if the matter is mediated without resolution, the EEO professional will advise you of the procedures for filing a formal complaint.

You may request that your name not be disclosed during the counseling portion of the EEO complaint process.

**NOTE:** If you request EEO counseling via mail, a package of EEO information and forms will be sent to you. After you complete and return the applicable forms to the address provided, an EEO professional will contact you.

Poster 72, November 2018  
PSN 7690-03-000-9326





## Poster 159, Workplace Harassment: Know Your Rights! Take Responsibility!

### WORKPLACE HARASSMENT KNOW YOUR RIGHTS! TAKE RESPONSIBILITY!

#### ELIMINATING WORKPLACE HARASSMENT

The United States Postal Service® is committed to providing a work environment free of harassment or other inappropriate conduct based upon race, color, religion, sex (including pregnancy, sexual orientation, and gender identity including transgender status), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future), or in reprisal for an employee or applicant's complaint about or opposition to discrimination or participation in any process or proceeding designed to remedy discrimination.

The Postal Service workplace must be one in which all employees are treated with dignity and respect by supervisors, subordinates, and coworkers. Supervisors and managers will take prompt action to prevent, address, and remedy workplace conduct that is contrary to this policy.

#### STOPPING INAPPROPRIATE BEHAVIOR

Inappropriate behavior in the workplace, even if it does not meet the legal definition of harassment, undermines morale and violates the Postal Service's policies and standards of conduct. The Postal Service may use disciplinary action even if the conduct does not rise to the level of harassment as defined under the law as such conduct violates Postal Service policy and will not be tolerated. The Postal Service owes its employees a safe, productive, and inclusive workplace and will tolerate nothing less.

#### WORKPLACE HARASSMENT IS AGAINST THE LAW

Under federal antidiscrimination laws, harassment is defined as unwelcome verbal or physical conduct that demeans or shows hostility or aversion toward an individual or group of individuals. Employees will be subject to

disciplinary action, up to and including removal, for engaging in harassing behavior such as, but not limited to:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Making derogatory comments relating to or arising out of a person's military service.
- Complaining about a person's absence to perform military service.
- Making or threatening to make employment decisions based on an employee's submission to, or rejection of, sexual advances or requests for sexual favors.
- Deliberate or repeated unsolicited remarks with a sexual connotation, or physical contact of a sexual nature that is unwelcome to the recipient.
- Behavior that creates a sustained hostile or abusive work environment so severe or pervasive that it unreasonably interferes with or changes the conditions of one's employment.

#### OBLIGATION TO REACT PROMPTLY

Postal Service employees who believe that they are the victims of workplace harassment or inappropriate conduct, or who have witnessed such harassment, should bring the situation to the attention of any one of the following:

- Their immediate supervisor or manager.
- Any supervisor or manager.
- The manager, Human Resources.
- A union representative or coworker who will speak to a manager on the employee's behalf.
- A special agent of the Office of Inspector General.

#### CONFIDENTIALITY

The Postal Service, to the extent possible, protects the confidentiality of an employee's workplace harassment complaint.

#### WHAT THE POSTAL SERVICE REQUIRES OF MANAGERS AND SUPERVISORS

Any manager or supervisor who receives a complaint must act to stop any inappropriate behavior, ensure that a prompt and thorough investigation is conducted, and ensure that the harassing or inappropriate conduct does not persist—even if the behavior does not rise to the legal definition of harassment.

#### MANAGEMENT INQUIRY

All managers and supervisors must follow the Management Inquiry Process materials available in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*, when a complaint is brought to their attention. If workplace harassment or inappropriate conduct is found, managers must take prompt and appropriate remedial action.

#### ADDITIONAL RELIEF

In addition, you can seek relief through:

- The EEO complaint process;
- Grievance arbitration procedures established through the collective bargaining agreements with the unions; and
- The appeal procedures for employees not subject to the provisions of the collective bargaining agreement, as described in the *Employee and Labor Relations Manual (ELM)*, 650.

If you elect to pursue an EEO complaint, you must request EEO counseling through the online Postal Service EEO efile application at <https://efile.usps.com>. Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification

number, address and telephone number to:

NEEOISO – EEO Contact Center  
PO Box 21979  
Tampa, FL 33622-1979

You must request counseling within 45 days of the act or acts giving rise to the claim in order to preserve your rights under federal law. You also have a right to pursue a complaint involving employment matters covered by USERRA to the Department of Labor, Veterans Employment and Training Service, by calling toll free: 1-866-4-USA-DOL. If you are deaf or hard of hearing, you can call toll free: 1-877-889-5627. You may also file a complaint with the Merit Systems Protection Board electronically at <https://e-appeal.mspb.gov>.

#### CRIMINAL MISCONDUCT

Report any possible criminal misconduct, sexual or otherwise, to local law enforcement and Postal Management. Report any physical assault, threat of a physical assault or stalking to the Postal Inspection Service. Report any threatening or harassing communications or obscene or indecent images and materials, which are transmitted through the use of any electronic device, computer or the Internet, to the Office of Inspector General.

#### RETALIATION IS ILLEGAL

Retaliation against employees who raise a claim of workplace harassment, report inappropriate conduct, or provide evidence in any investigation is illegal and can result in disciplinary action.

#### ZERO TOLERANCE


The Postal Service will not tolerate any workplace harassment or other inappropriate conduct based on race, color, religion, sex (including sexual orientation, gender identity, and gender stereotypes), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future) or in reprisal for prior EEO or USERRA activity.






# Your Future With the USPS


Below is a breakdown of the entry level positions that can lead to career positions.

Welcome to the  
 **UNITED STATES  
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## Entry Level Positions




City  
Carrier  
Assistant  
(CCA)




Rural  
Carrier  
Associate  
(RCA)

Assistant  
Rural  
Carrier  
(ARC)



Mail  
Handler  
Assistant  
(MHA)



Postal Support Employee (PSE)  
Motor Vehicle Operator \*  
Clerk

\* New Work Only

# Your Future With the USPS

## Postal Language – New Terminology

<b>Bargaining unit or craft employee</b>	A career or non-career employee whose craft is represented by a labor organization (union).
<b>Career employee</b>	An employee under a career appointment, which is a position without time limit and that may require the completion of an initial probationary period. These positions give the employee full benefits.
<b>Conversion</b>	A change in an employee's status or tenure from one category of employment to another, such as from part-time to full-time or from non-career to career.
<b>Mail handling</b>	Loading, unloading and moving the mail at a mail processing facility.
<b>Mail processing</b>	The functions required to sort and distribute mail for dispatch and eventual delivery. These include culling, edging and stacking, facing and canceling, sorting, tying, pouching, bundling, sacking, and traying.
<b>Non-bargaining or Executive Administrative Schedule (EAS) employee</b>	A designation that applies to most managerial and administrative employees and is based on the EAS salary structure.
<b>Non-career employee</b>	An employee under a non-career appointment is part of the U.S. Postal Service supplemental workforce, which is without the full employee benefits given by a career appointment. It is the primary entry point for career appointments by conversion for our bargaining unit positions.

<b>City Carrier Assistant (CCA)</b>	A non-career employee who delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and procedures commonly used, and geography of the area.
<b>Rural Carrier Associate (RCA)/Assistant Rural Carrier (ARC)</b>	A non-career employee who provides customers along a rural route a variety of services including delivering and collecting mail and selling stamps, supplies and money orders. May be required to have a vehicle suitable for use and live within commuting distance of the facility location. Work is available usually on Saturdays and Sundays, then on an as needed basis to cover the absence of the rural carrier. ARC: Performs Saturday, Sunday, and holiday duties after all available RCAs have been assigned and prior to working a regular rural carrier on the relief day.
<b>Postal Support Employee (PSE)</b>	A non-career employee working in a Clerk or Motor Vehicle related position. Clerk PSEs may work in mail processing (sorting and distributing mail for dispatch and eventual delivery) or retail/customer service (serving the public at a postal retail location). Motor Vehicle PSEs assist with, and operate, a mail truck on a pre-established route to pick up and transport mail in bulk.
<b>Mail Handler Assistant (MHA)</b>	A non-career employee who loads, unloads, and moves mail and packages and performs other duties incidental to the movement and processing of mail; operates equipment such as a fork-lift or a tow motor, and machinery.

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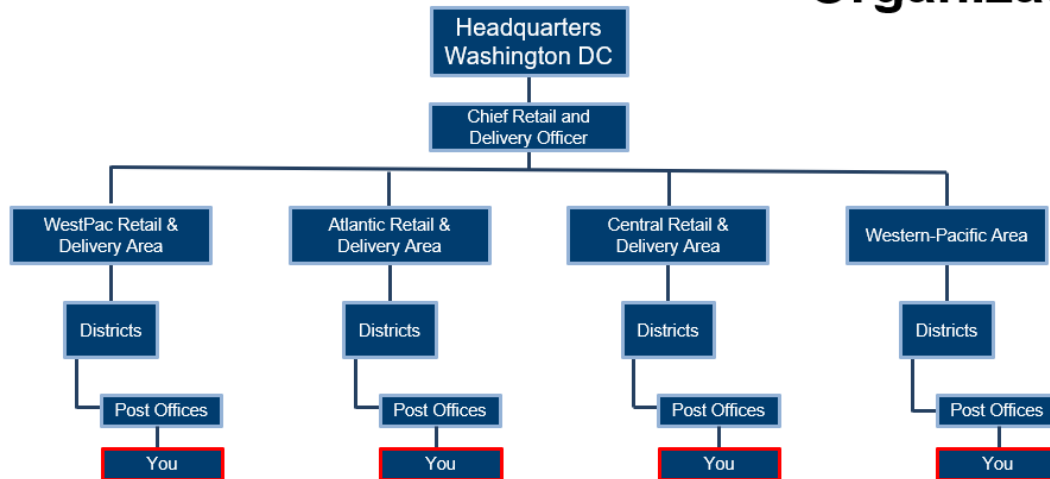
UNITED STATES  
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## Your Future With the USPS

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## Operations Organization



Where is my job as a CCA, RCA, ARC, or MHA?



## Your Future With the USPS

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### Benefits for Non-Career Employees

CCA	MHA	PSE	RCA
<ul style="list-style-type: none"> <li>▪ Paid time off at the rate of 1 hour for every 20 paid hours</li> </ul>			
<ul style="list-style-type: none"> <li>▪ When hired, immediately eligible to enroll in the USPS Health Benefits Plan with a USPS premium contribution</li> <li>▪ After 1 year of service*, may also be eligible for                             <ul style="list-style-type: none"> <li>• Health insurance under the FEHBP<sup>1</sup></li> <li>• Dental and vision insurance through the FEDVIP<sup>2</sup></li> <li>• Long term care insurance through the FLTCIP<sup>3</sup></li> </ul> </li> </ul> <p><small>*After completion of a 360-day term and reappointment to another 360-day term</small></p>			
<ul style="list-style-type: none"> <li>▪ Pay raises (based on applicable contract)</li> </ul>			
<ul style="list-style-type: none"> <li>▪ Eligible for holiday leave pay for six holidays, dependent on office size.</li> </ul>			

FEHBP<sup>1</sup> - Federal Employees Health Benefits Program  
FEDVIP<sup>2</sup> - Federal Employees Dental and Vision Program  
FLTCIP<sup>3</sup> - Federal Long Term Care Insurance Program



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## Your Future With the USPS

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### Why Pursue a Career with USPS?

#### Our Mission

To serve the American people and, through the universal service obligation, bind our nation together by maintaining and operating our unique, vital and resilient infrastructure. To provide trusted, safe and secure communications and services between our Government and the American people, businesses and their customers, and the American people with each other. To serve all areas of our nation, making full use of evolving technologies.

- Most trusted federal agency\*
- Over 240 years of pride and tradition
- Second largest employer in the U.S. with over 630,000 employees
- Process and deliver 142.6 billion mailpieces annually
- Handle 48 percent of the world's mail volume
- Operating revenue of over \$71 billion
- Offer excellent pay and benefits
- Jobs in every city in the United States
- Offer quality training
- Opportunities for advancement in the organization
- We value our employees focus and continuous improvements that make the USPS and great place to work

*\*Pew Research Center 2020 Study*

Welcome to the



### Conversion to Career Opportunity

**From the moment you start in a non-career position you  
can be on the path to a career position with full benefits!**

#### Flexible Workforce Employee Conversions FY 2019 and 2020

Fiscal Year	MHA	PSE	CCA	RCA	Total
2019	2,112	7,968	15,654	7,757	34,865
2020	1,847	6,653	6,412	5,154	33,864
<b>Grand Total</b>	<b>3,959</b>	<b>14,621</b>	<b>22,066</b>	<b>12,911</b>	<b>68,729</b>

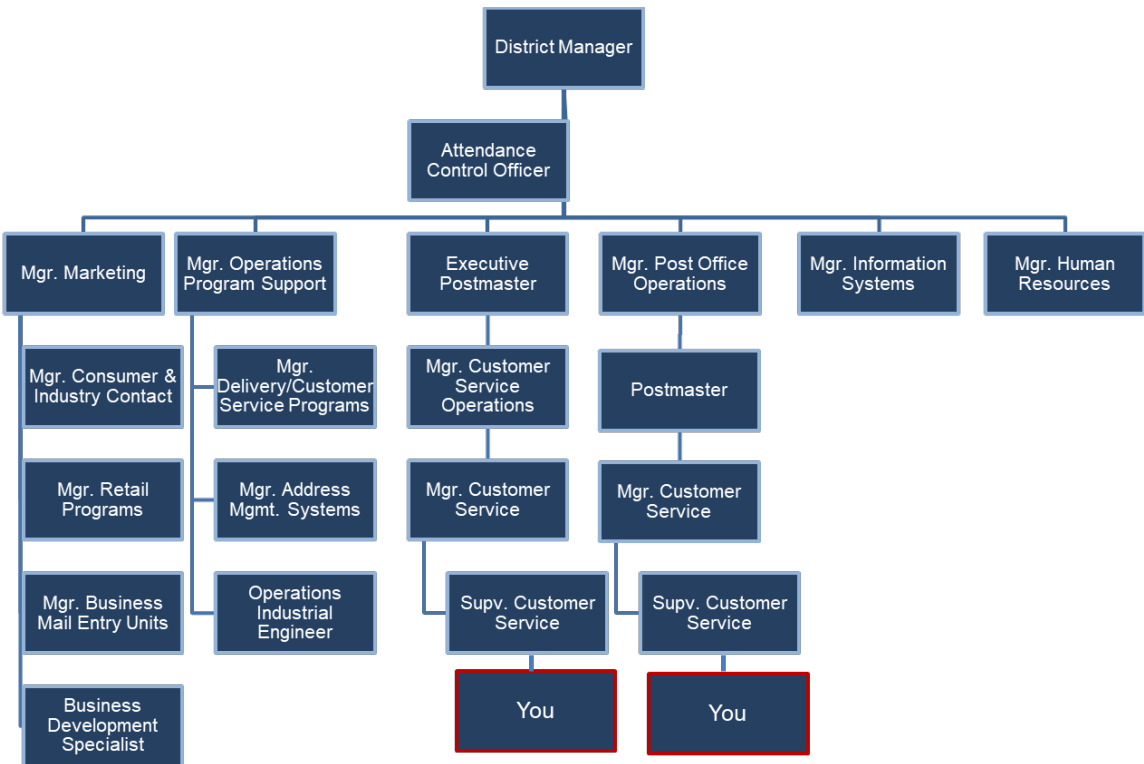
*1-2 years average of all conversions across the organization.  
Timeframes for conversions in some positions/locations make take longer.*

*Source: WebCoins, September 2020*

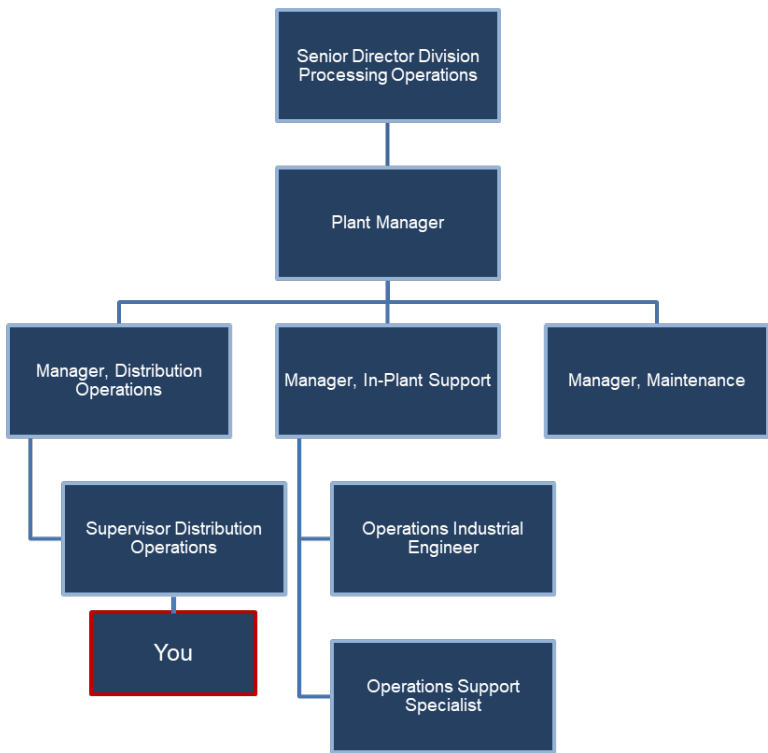


# Your Future With the USPS

## Retail and Delivery District Office



## Processing and Distribution District Office





## Your Future With the USPS

### How do I get there?

#### Stick with us to become a career employee!

City Carrier Assistant (CCA)	Can become	Regular City Carrier with Full Benefits
Rural Carrier Assistant (RCA)	Can become	Regular Rural Carrier with Full Benefits
Mail Handler Assistant (MHA)	Can become	Regular Mail Handler with Full Benefits
Postal Support Employee (PSE)	Can become	Regular Clerk with Full Benefits

*1-2 years average of all conversions across the organization.  
Timeframes for conversions in some positions/locations may take longer.*

#### Be an Outstanding Employee

#### What Do I Do?

- Reliable – Excellent attendance, always on time
- Energetic
- Efficient
  - Learn to do the job
- Work safely
- Be accurate and precise
- Be kind and courteous
  - To co-workers, supervisors, and customers
- Maintain a great attitude
  - Cheerful, positive, eager to learn

## Your Future With the USPS



## Benefits Available to Career Employees

<b>Compensation</b>	Competitive pay
<b>Annual Leave/Vacation Leave</b>	For rest, relaxation and a planned interruption from the workplace or to attend to personal affairs, up to 26 days for bargaining employees and non-bargaining career employees hired before October 6, 2012. Non-bargaining career employees hired on or after October 6, 2012, earn up to 20 days per leave year depending on the number of years of service.
<b>Sick Leave</b>	Insures against loss of pay if you are unable to perform your duties because of illness, injury, pregnancy and confinement, and medical examination or treatment. Full time bargaining career employees earn 13 days of sick leave a year. Full time non-bargaining career employees hired on or after October 6, 2012, earn 10 days of sick leave per year.
<b>Holiday Leave</b>	Full-time and part-time regular employees are eligible for holiday leave on 10 designated holidays each year.
<b>Health Insurance</b>	Federal Employees Health Benefits (FEHB) Program
<b>Dental &amp; Vision Insurance</b>	Federal Employees Dental & Vision Insurance Program (FEDVIP)
<b>Flexible Spending Accounts (FSA)</b>	Participation in the FSA Program
<b>Life Insurance</b>	
<b>Long Term Care Insurance</b>	Federal Employees' Group Life Insurance Program (FEGLI)
<b>Retirement</b>	Federal Employees Retirement System (FERS)
<b>Thrift Savings Plan (TSP)</b>	May contribute to the TSP, similar to a 401(k) retirement savings.*





## Did You Know?

### DID YOU KNOW ?

USPS has more than **485,000** career employees.



4/17/2015

### DID YOU KNOW ?

More than **44,000** USPS non-career employees were converted to career **status** in fiscal 2016.



11/16/2016

### DID YOU KNOW ?

The Postal Service is one of the nation's largest employers of **veterans**.



12/18/2015



## Did You Know?

### DID YOU KNOW

Each workday, USPS adds about 3,200 addresses to its delivery network.



04/27/2015

### DID YOU KNOW

USPS ranked 137th on the 2015 Global Fortune 500 list.



03/26/2016

### DID YOU KNOW

The Postal Service's total revenue rose 1.6 percent in fiscal 2015.



12/14/2015

### DID YOU KNOW

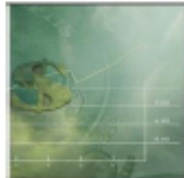
The mailing industry pumps \$1.3 billion into the economy each year.



04/09/2015

### DID YOU KNOW

USPS shipping revenue rose 11.4 percent in fiscal 2015.



12/17/2015

### DID YOU KNOW

USPS processes and delivers 265.1 million pieces of advertising mail each work day.



09/20/2015

### DID YOU KNOW

Direct mail is one of the largest advertising channels for U.S. businesses.



04/30/2015

### DID YOU KNOW

USPS has more than 31,000 retail offices.



04/24/2015

### DID YOU KNOW

USPS serves more than 153 million delivery points nationwide.



03/03/2015

## Something to Think About



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# HERO

**Own your career in HERO – It's all about YOU!**

**Log into LiteBlue and start today!!**



**Investing in yourself and  
planning for your future, with the  
United States Postal Service  
-- a Great Place to Build a Career!**



## Appendix

### Standard Training for MHAs



## MHA Overview



### MHA Overview

- An MHA is defined as a non-career, bargaining unit employee, established to work within the National Postal Mail Handlers Union (NPMHU) bargaining units.
- MHAs will be hired for a term not to exceed 360 calendar days and will have a break in service of at least 5 days, if reappointed.

## MHA Pay Rates



### MHA Pay Rates

- Mail Handler Assistant craft has one level of pay, Mail Handler Assistant level 04 (MHA-04).
- MHAs are not hired into an MH-05 assignment.
- The National Agreement (NA) between NPMHU and USPS defines MHA pay rates in Article 9.



## Overtime

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### Overtime

- Overtime is paid at time and one-half (1.5) of the employee's base hourly straight time rate.
- MHAs earn overtime when working over 40 hours in a service week.

## Higher Level Pay

Welcome to the



### Higher Level Pay

- On a temporary basis, MHA-04 levels may perform additional higher level duties, and receive a higher pay rate.
  - This applies only when performing higher level work.



## Work Hour Guarantee



### Work Hour Guarantee

- Article 8, Section 8 of the National Agreement defines the minimum work or pay guarantee MHAs receive when they are scheduled and report to work.
  - The guarantee differs based on the size of the installation.

## Work Hour Limitations



### Work Hour Limitations

- Employee and Labor Relations Manual (ELM), Section 432.32 defines the maximum number of work hours allowed.
- The total hours of daily service, including scheduled work hours, overtime, and mealtime, may not be extended over a period longer than 12 consecutive hours.



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## Lunches, Rest Breaks, and Comfort Stops



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### Lunches, Rest Breaks, and Comfort Stops

- Except in emergency situations or where service conditions preclude compliance, no employee may be required to work more than 6 continuous hours without a meal or rest period of at least ½ hour.

## Scheduling



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### Scheduling

- Weekly scheduling
  - Non-career employees should see their assigned Supervisor for information on how their weekly schedule will be assigned.
- Holiday scheduling
  - Non-career employees will be scheduled for work on a holiday after all full-time volunteers and part-time volunteers are scheduled to work on their holiday or designated holiday.

## Five-Day Break in Service



### Five-Day Break in Service

- MHAs are appointed to 360-day terms. At the end of each term, the MHA must take a five calendar-day break before beginning the next appointment.

## MHA Career Conversion



### MHA Career Conversion

- MHAs within the installation may be converted to full-time career status to fill vacancies.
- Vacancies are filled based on the MHAs relative standing in the installation.






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## Standard Training for PSEs



## PSE Overview




**PSE Overview**

- A PSE is defined as a non-career, bargaining unit employee, established to work within the American Postal Workers Union (APWU) bargaining units.
- PSEs will be hired for a term not to exceed 360 calendar days and will have a break in service of at least 5 days, if reappointed.




## PSE Pay Rates



### PSE Pay Rates

- PSEs earn an hourly wage and may be entitled to night differential based on work schedule.
- Night differential is paid for time worked between the hours of 6:00 p.m. and 6:00 am in addition to your hourly rate.
- Overtime is permitted once the provisions of the APWU and USPS agreement have been met.

## Higher Level Pay



### Higher Level Pay

- PSEs may have the opportunity to be temporarily assigned to a higher level position.
  - Higher level pay will be paid for assignments to higher level positions within the bargaining unit.
  - Preference is awarded to career employees.



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## Work Hour Guarantee



### Work Hour Guarantee

- PSEs have no daily or weekly work hour guarantees.
  - Any PSE who is scheduled to work and who reports will be guaranteed two (2) hours of work or pay.
  - Any PSE employee who is scheduled to work and who reports to work in a Post Office or facility with 200 or more workyears of employment shall be guaranteed four (4) hours of work or pay.

## PSE Work Schedules



### PSE Work Schedules

- Weekly scheduling
  - Non-career employees should see their assigned Supervisor for information on how their weekly schedule will be assigned.
- Holiday scheduling
  - Non-career employees will be scheduled for work on a holiday after all full-time volunteers are scheduled to work on their holiday.

## Five-Day Break in Service



### Five-Day Break in Service

- PSEs are appointed to 360-day terms.
- At the end of each term, the PSE must take a five calendar-day break before beginning the next appointment.
- Any accrued annual leave is paid at the end of a 360-day term.

## PSE Career Conversion



### PSE Career Conversion

- When a need exists to fill vacancies with career employees in accordance with its contractual obligations, available and qualified PSEs will be converted to fill such vacancies on a seniority basis.



## Additional Resources (Page 1 of 2)

For useful information on business initiatives, employment opportunities, and USPS forms (handbooks, manuals, publications, management instructions, posters, etc.), visit <http://about.usps.com/>

To view the Human Resources web page, visit  
[http://blue.usps.gov/humanresources/professionalportal/erm/ndi/ndi\\_home.shtml](http://blue.usps.gov/humanresources/professionalportal/erm/ndi/ndi_home.shtml)

To start owning your career, visit HERO Support at  
<https://usps.csod.com/catalog/CustomPage.aspx?id=20000615>



To view Poster 7, Rules and Regulations Governing Conduct on Postal Property, visit  
<http://about.usps.com/posters/pos7/welcome.htm>

To view Poster 158, Possession of Firearms and Other Dangerous Weapons on Postal Property is Prohibited by Law, visit <http://about.usps.com/posters/pos158/welcome.htm>

For additional information about the Hatch Act and other ethical conduct matters, call the HQ Ethics Helpline at (202) 268-6346, or email [ethics.help@usps.gov](mailto:ethics.help@usps.gov)

To view the Domestic Mail Manual, visit [http://pe.usps.com/text/dmm300/dmm300\\_landing.htm](http://pe.usps.com/text/dmm300/dmm300_landing.htm)

To view the International Mail Manual, visit <http://pe.usps.com/text/imm/welcome.htm>

To view Poster 138, Keep the Mail Safe, visit <http://about.usps.com/posters/pos138.pdf>

To view Poster 298, Domestic Hazardous Materials Warning Labels and Markings, visit  
<http://about.usps.com/posters/pos298.pdf>

To view Poster 701L, CHECK FIRST! Dangerous Goods in International or APO/FPO/DPO Mail, visit  
<http://about.usps.com/posters/pos701l.pdf>

To view Poster 702, Dangerous Goods Warning Labels Prohibited in International Mail, visit  
<http://about.usps.com/posters/pos702.pdf>

To view Publication 52, Hazardous, Restricted, and Perishable Mail, visit  
<http://pe.usps.gov/cpim/ftp/pubs/Pub52/pub52.pdf>

To hear updated emergency information for your area of employment, call the Emergency Hotline at 1-888-EMERGNC(363-7462)

To view "Safety Depends on Me" videos, visit <https://blue.usps.gov/hr/safety/video/>

To view Publication 302, Safe & Secure: Postal Employee Crime Prevention, visit  
<https://blue.usps.gov/cpim/ftp/pubs/pub302/>

To view information on Safety, Health and Environment in the ELM 37, Employee and Labor Manual (Chapter 8), visit [http://about.usps.com/manuals/elm/html/elmc8\\_001.htm](http://about.usps.com/manuals/elm/html/elmc8_001.htm)

For information on federal employee compensation benefits while injured at work, visit  
<http://www.dol.gov/owcp/dfec/regs/compliance/ca-11.htm>





## Additional Resources (Page 2 of 2)

To view Handbook F-21, Time and Attendance, visit <http://blue.usps.gov/cpim/ftp/hand/f21.pdf>

To view the Guide to USPS Health Benefits Plan, visit <https://liteblue.usps.gov/uspshbp/>

To learn more about benefits for non-career employees, including health coverage through the Federal Employees Health Benefits (FEHB) Program, visit: <https://liteblue.usps.gov/humanresources/benefits/benefits-for-new-employees.shtml>

To request (non-job related) unscheduled leave, call the HRSSC at 1-877-477-3273, TTY 1-866-833-8777

For information on your union organization, contact your local union rep or local personnel office

To view Publication 133, What You Need to Know about EEO, visit <http://about.usps.com/publications/pub133.pdf>

For information on how to file an MSPB appeal, visit [www.mspb.gov](http://www.mspb.gov)

For information on Conduct, see Employee and Labor Manual (ELM) – 660  
[http://about.usps.com/manuals/elm/html/elmc6\\_025.htm](http://about.usps.com/manuals/elm/html/elmc6_025.htm)

For information on Diversity, Equal Employment Opportunity, and Affirmative Employment Action, see Employee and Labor Manual (ELM) – 670 [http://about.usps.com/manuals/elm/html/elmc6\\_034.htm](http://about.usps.com/manuals/elm/html/elmc6_034.htm)

To request EEO counseling, use the online Postal Service EEO efile application at: <https://efile.usps.com>

For more information on the No FEAR Act, visit <http://blue.usps.gov/hr/training-development/docs/No%20Fear%20Act%20Job%20Aid.pdf>

To view Publication 519 – Employee Assistance Program (EAP) Information and Services  
<http://blue.usps.gov/cpim/ftp/pubs/pub519.pdf>

For assessment, referral, short-term counseling, and/or work/life consultation, contact an EAP Representative at 1-800-EAP-4-YOU (1-800-327-4968), TTY 1-877-492-7341

For information on the Employee Assistance Program, visit [www.eap4you.com](http://www.eap4you.com)

For information on employee deals, visit <https://liteblue.usps.gov/news/deals/welcome.htm>

To view Publication 32, Glossary of Postal Terms, visit [http://about.usps.com/publications/pub32/pub32\\_terms.htm](http://about.usps.com/publications/pub32/pub32_terms.htm)

For a PDF or printed version of the Publication 32 for Customer Service or Mail Processing, contact your local training facilitator.

**NOTE:** Contact your supervisor or manager for copies of resources found on the Blue Page.

## New Employee 90-Day Onboarding Checklist

The checklist below outlines the onboarding activities to be completed over the first 90 days on the job. Reference this checklist to ensure you receive the information and resources necessary to successfully complete the onboarding process. Please contact your supervisor if you have questions or concerns regarding activity completion.

<b>Orientation</b>	<input checked="" type="checkbox"/>
Complete I-9, <i>Employment Eligibility Verification</i>	<input type="checkbox"/>
Complete PS Form 61, <i>Appointment Affidavit</i>	<input type="checkbox"/>
Attend "Welcome to the United States Postal Service" orientation for new employees	<input type="checkbox"/>
Confirm Employee Identification Number (EIN)	<input type="checkbox"/>
Secure postal ID badge	<input type="checkbox"/>
<b>First 30 Days</b>	<input checked="" type="checkbox"/>
Attend job specific training, if applicable ( <i>Ex: City Carrier Academy</i> )	<input type="checkbox"/>
Meet with manager to receive department overview, and facility tour	<input type="checkbox"/>
Meet with supervisor to discuss the following:	<input type="checkbox"/>
▪ Initial work assignment	<input type="checkbox"/>
▪ Job duties, roles and responsibilities	<input type="checkbox"/>
▪ Performance expectations	<input type="checkbox"/>
▪ Work hours	<input type="checkbox"/>
▪ Probationary period guidelines	<input type="checkbox"/>
▪ Time and Attendance Control System (TACS)	<input type="checkbox"/>
▪ Leave guidelines and requests/eRMS (See Job Aid 9.5 for sample PS Form 3971)	<input type="checkbox"/>
▪ Introduction to coworkers and key contacts	<input type="checkbox"/>
▪ USPS National Emergency Hotline number	<input type="checkbox"/>
▪ Supply requests	<input type="checkbox"/>
Meet with safety coordinator to receive <i>Emergency Evacuation</i> overview	<input type="checkbox"/>
Meet with On-Job-Instructor (OJI) and complete and sign OJI Checklist ( <i>management official, union official, OJI, and employee must sign as required</i> )	<input type="checkbox"/>
Continue completing required training courses, if applicable	<input type="checkbox"/>
Complete probationary evaluation with supervisor	<input type="checkbox"/>
<b>First 60 Days</b>	<input checked="" type="checkbox"/>
Complete all eligible benefit enrollments, if applicable, within 60-day deadlines ( <i>See Job Aid 12.3 to view eligible benefits</i> )	<input type="checkbox"/>
Continue completing required training courses	<input type="checkbox"/>
Complete probationary evaluation with supervisor	<input type="checkbox"/>
<b>First 90 Days</b>	<input checked="" type="checkbox"/>
Complete probationary evaluation with supervisor	<input type="checkbox"/>
Complete "New Employee Survey"	<input type="checkbox"/>



## Notes:

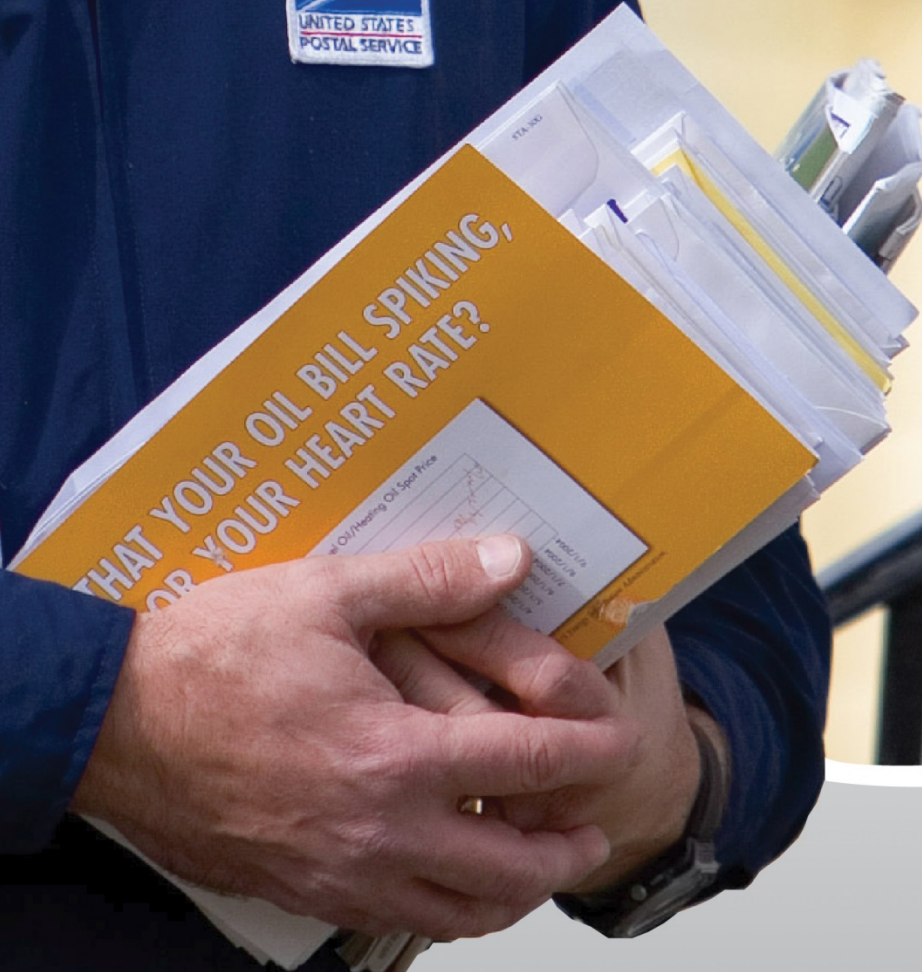


## Notes:





## Notes:



**WHAT YOUR OIL BILL SPIKING,  
OR YOUR HEART RATE?**







*Welcome  
to the*

# **FACILITATOR GUIDE**

**NSN # 7610170008252**

**April 2021**

Learning and Development







# **Welcome to the U.S. Postal Service**

## **Facilitator Guide**

**April 2021**

United States Postal Service  
Learning and Development  
475 L'Enfant Plaza SW  
Washington, DC 20260-4215

## **Use of Training Materials**

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

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## **A Commitment to Diversity**

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce.

Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences, and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates, and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment, and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity, and growth and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers, and suppliers and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.





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# Module 1: New Employee Welcome

## **Objectives:**

Upon completion of this module, you will be able to:

- Explain the purpose and logistics of the Welcome to the U.S. Postal Service orientation.
- Explain the proper use of employee ID badges.

## **Time Allocated for Module:**

- 1 hour

## **Instructional Methods:**

- Lecture
- Interactive Discussion
- Group Exercise
- Video

## **Participant Material Used:**

- Employee Reference Guide

## **Media Required:**

- ACE Computer/LCD projector
- PowerPoint presentation
- Orientation Media DVD





## ***Introduction***

**Facilitator:** Ensure room is configured to accommodate social distancing. Show slide 1-1 to introduce the course.

**Facilitator:** Show slide 1-2, Introductions.

**Introduce yourself to the class. Provide the district, your years of service, where you started, some positions you have held, and your current position.**



**ACTIVITY:** Use the Two Truths and a Lie icebreaker to have participants introduce themselves to the others in the room.

- Each person lists three things about themselves; two that are true, one that is not. Other participants guess which statement contains the lie.
- Orient participants to the facility (breakrooms, restrooms, emergency procedures, etc.). Point out restrooms, parking lot, and smoking areas. Remind participants that while there are designated smoking areas, all USPS facilities are smoke-free. Provide policy information if requested.
- Explain the procedures for fire, inclement weather, etc. and point out emergency exits.
- Lunch and breaks are incorporated throughout the day.
- Distribute one Employee Reference Guide (ERG) to each participant.
- Ensure each participant has a copy of PS Form 61, Appointment Affidavit and PS Form 8139, Your Role in Protecting the Security of the U.S. Mail.

**Facilitator: Show slide 1-3, Module 1: Employee Welcome.**

**Click the link to display the Smart Business Moment for the day. Display PowerPoint slide version.  
<https://smartbusinessmoments.usps.com/>.**

**Facilitator: Welcome participants to the training session. Introduce yourself to the class. Provide some interesting information about yourself and your career. Allow 5 minutes to perform introductions and icebreaker.**

**Discuss the Smart Safety/Smart Business Moment.**

**Facilitator: Show slide 1-4, Objectives. Review and discuss module objectives and topics covered in module one.**

## **A Message from the Postmaster General**

**Facilitator: Show slide 1-5, Message From the Postmaster General. Click to play the Postmaster General video. Video is located on the Orientation DVD or can be accessed from  
<https://blue.usps.gov/corppcomm/uspstv/orientation/new-employee-welcome-message.htm>.**

**Facilitator: Introduce the PMG video.**

You are joining one of the largest employers in the United States. We process and deliver mail to every American household and business nearly every day. The Postmaster General (PMG), on behalf of our postal family, would like to welcome you to the Postal Service.

## ***Employee Welcome***

### **Oath of Office-Appointment Affidavit**

**Facilitator: Show slide 1-6, Oath of Office and administer the Oath of Office.**

**Distribute PS Form 61, *Appointment Affidavit* and any other personnel forms to be completed at this time to participants prior to proceeding with the training.**

**Review each handout and discuss guidelines for completing, if necessary.**

The Oath of Office you just took is your promise to support and defend the Constitution of the United States and discharge the duties of your position.

### **Orientation Overview**

**Facilitator: Show slide 1-7, Orientation Overview. Explain orientation details, local information, and ground rules for the classroom.**

The purpose of this orientation is to acquaint you with the Postal Service as a new employee. Throughout the training, you learn about the organization's purpose, mission, and goals and how we operate. This course prepares you for your arrival to your work unit, as well as your career with the U.S. Postal Service.

Orientation takes place over the next three days. You receive supplemental training and/or on-the-job instruction following this course, based on your position. Lunch and breaks are incorporated throughout the day.

You are expected to pay attention and follow along with the presentation. More importantly, you are encouraged to remain engaged by participating in class discussions and activities and asking questions. Cell phones should be used during breaks only, unless required for completion of an orientation activity.

You are not tested on the material covered during orientation. However, there are interactive discussions and exercises incorporated throughout the training that allow you to assess your knowledge of the topics covered.

## Orientation Agenda and Materials

### *Agenda*

Modules covered during orientation introduces you to the mission and goals of the organization, describes how we operate, and prepares you for arrival at your work unit.

**Facilitator: Show slide 1-8, Orientation Agenda. Reiterate that lunch and breaks will be incorporated throughout each day.**

### *Materials*

**Facilitator: Show slide 1-9, Orientation Materials. Refer students to the Employee Reference Guide and review with participants.**

**Job aids contained within the guide provide information on key topics and are referenced throughout the training. Participants may make notes in the guide and reference the guide while on the job, as needed.**

## **ID Badges**

**Facilitator: Show slide 1-10, ID Badges. More information on badge usage is provided upon arrival at work site.**

All employees must wear and visibly display their ID badge while officially employed and on duty. Badges will be needed to gain access to Postal Service facilities and must be worn at all times while on Postal Service property.

## ***Summary***

**Facilitator Show slide 1-11, Summary. Review and briefly discuss the topics presented within the module.**

The Oath of Office is your promise to support and defend the Constitution of the United States and discharge the duties of your position. ID badges must be worn at all times on Postal Service property.

## **Module 2: Our Employees: The “US” in USPS**

### **Objectives:**

Upon completion of this module, you will be able to:

- Describe how you directly affect our ability to provide quality products and services for businesses, customers, and other employees.
- Identify ways in which you influence the customer experience.

### **Time Allocated for Module:**

- 1 hour

### **Instructional Methods:**

- Lecture
- Interactive Discussion
- Group Exercise
- Video

### **Participant Material Used:**

- Employee Reference Guide

### **Media Required:**

- ACE Computer/LCD projector
- PowerPoint presentation
- Orientation Media DVD
- Rip Chart





## ***Introduction***

**Facilitator: Show slide 2-1, Module 2: Our Employees: The 'US' in USPS.**

**Facilitator: Show slide 2-2, Objectives. Review and discuss the objectives and topics covered in this module.**

## ***Why You Are Important***

**Facilitator: Show slide 2-3, Why You Are Important. Share why participants are important to the success of the Postal Service.**

**Facilitator: Play the Eagle Always Faces Forward video (1:22) from the Orientation Media DVD. Introduce the Eagle Always Faces Forward video. Discuss the video once it plays.**

You are our most important resource. Much of our success, of course, rests on hiring the right people with the right skills at the right time for the right position. By joining our team, you become a member of one of the largest service organizations in the world.

You are the key in helping the Postal Service continue its mission to provide reliable universal mail service throughout the country. Universal service means that everyone living in the United States and its territories has access to Postal Service products and services and pays the same postage, regardless of location. Reliable universal service means that everyone can also expect on-time service according to our delivery standards regardless of location.

**Facilitator: Show slide 2-4, Your Role in Our Success. Select several participants to provide answers to each question.**



**ACTIVITY: Allow five minutes to discuss the first two questions as a group. Bring the group back together and select volunteers from each group to share their answers.**

Answers for question three are taken verbally or in chat from all sites and written on a *Qualities* rip chart. This chart is used again in Module 13.

1. How is your role important to the success of the Postal Service?

Select participants from each craft to answer.

2. What effects do you think one excellent customer service experience could have on the Postal Service?

Discuss the possibilities of future business with the customer and referrals for new Postal Service customers.

3. What qualities should an employee possess in order to maintain reliable service?

Reliability, helpfulness, hard-working, dependability, etc.

## ***Protecting Our Brand***

Facilitator: Show slide 2-5, Protecting Our Brand.

Ask, What is a *brand*? A brand has been described as the *essence or promise that a product, service, or company will deliver, or be experienced by a customer*. We have already discussed that the Postal Service's mission is to provide reliable, universal mail service throughout the country; and that is certainly our promise. This brief video will identify other ways we might influence the customer experience in addition to providing reliable delivery.

Facilitator: Show, USPS Brand 2014 video. A link to the video is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD provided as part of your facilitator guide.

Once the video is complete, review/debrief the video. Allow participants to ask questions. If there are no questions, facilitate a brief discussion.

Every day, literally millions of times across the country, our customers see more than just a delivered package or letter. They see friendly faces and experience the professional actions of our employees. In the public's eye, this is the face of the Postal Service. In a competitive business where customer perception means so much, can you see why the “Us” in USPS is so vitally important?

And finally, because you are the face of the Postal Service that the public sees every day, you are in an excellent position to receive feedback as to how we can be even better. Be sure to share that feedback and your own ideas for improving our products and services with your supervisor.

Ultimately, the Postal Service expects its employees to do their best to keep improving service and efficiency, while seeking new ways to grow the business.

## **Summary**

**Facilitator: Show slide 2-6, Summary. Review and briefly discuss the topics presented within the module.**

**Refer participants to the Additional Resources job aid within the Employee Reference Guide and [about.usps.com](http://about.usps.com).**

**<http://about.usps.com/>**

**Address all questions that participants may have relating to the resources.**

Employees help the Postal Service provide reliable universal mail service and on-time delivery throughout the country. Do your best to keep improving service and efficiency, and continually seek new ways to grow the business.





## Module 3: Our Organization

### Objectives:

Upon completion of this module, you will be able to:

- Describe the mission and the vision of the Postal Service and how it applies to your position.
- Recognize and explain your role in the Postal Service's commitment to the security and sanctity of the mail.
- Describe the Postal Service's policies regarding diversity and inclusion.
- Discuss ways to embrace diversity and inclusion in the workplace.

### Time Allocated for Module:

- 2 hours

### Instructional Methods:

- Lecture
- Interactive Discussion
- Group and Individual Exercises
- Video
- eLearning

### Participant Material Used:

- Employee Reference Guide

### Media Required:

- ACE Computer/LCD projector
- PowerPoint presentation
- Orientation Media DVD
- Rip Chart (optional)



## **Introduction**

**Facilitator: Show slide 3-1, Module 3: Our Organization.**

**Facilitator: Show slide 3-2, Objectives. Review and discuss the objectives.**

## **Postal Service History**

**Facilitator: Show slide 3-3, Postal Service History. Review Postal Service history information.**

**Ask participants to think about their responses to the following questions.**

**Ask participants, how many of you:**

- **Mail birthday cards to a friend or relative?**
- **Mail payments for bills?**
- **Send postcards during vacations?**
- **Mail invitations for events and occasions?**

**Imagine if we were to take this poll before email and paying bills online were available. How different do you think your answers would be? Think about how technology has changed the way we communicate.**

**(Examples: email, text messages, online banking and bill pay, automated bill pay via phone, photo sharing via social media, evite, etc.)**

**What impact do you think these changes have had on our business?**

**Over time, letter mail volume has declined while our package business has increased. Changes in technology drive the Postal Service to meet the needs of our customers through innovative products and services.**

In the more than two centuries since Benjamin Franklin was appointed our first Postmaster General in 1775, the Postal Service has grown and changed with America. The 1970 Postal Reorganization Act brought about some fundamental changes including creation of a Postal Board of Governors with operational authority and an independent Postal Rate Commission. The Post Office Department became the United States Postal Service, with a mandate to cover the cost of operations through the sale of products and services. As a result, we have received no permanent public funding from tax revenue since the public service subsidy was phased out in 1982.

## Today's Postal Service

**Facilitator: Show slide 3-4, Today's Postal Service. Discuss growth in the package business. In FY2019, the Postal Service delivered 5.9 Billion packages; a 40% increase over FY2015.**

The virtual revolution in communication via text messaging and social media and the rise of eCommerce as a dominant force in retail marketing are only two of the many trends affecting our business model. Change has become the new normal, making it absolutely critical for the Postal Service to adopt new technologies and build the capability to respond rapidly to changes in customers' habits and preferences.

Even with the most informed projections, there is no way to know exactly what the future holds. Therefore, improvements to the Postal Service business model must contain sufficient flexibility to allow the Postal Service to respond quickly in a financially responsible way no matter where the market turns.

The Postal Service is currently operating under a business plan based on the following objectives:

- Preserve the ability to provide and finance secure, reliable, and affordable universal delivery service.
- Further economic growth and enhance commerce.
- Implement comprehensive transformation for a long-term sustainable financial future.
- Protect U.S. taxpayers (avoid federal funding and appropriations).
- Maintain fairness with employees and customers.

In addition to internal initiatives aimed at achieving these objectives, the Postmaster General continues to advocate for enactment of legislation. Legislation that will remove barriers to financial independence and pave the way for continued excellent service by one of the most trusted public institutions in the United States.

## **Outlook for the Future Postal Service**

**Facilitator: Show slide 3-5, Outlook for the Future Postal Service. Discuss the future of the Postal Service.**

**Select participants to share their responses and discuss.**

- **What would you like to see in the future as a Postal Service customer?**
- **What would you like to see in the future as a Postal Service employee?**

Continuing to provide reliable universal service and responding to changing needs of our customers is our mission for the future. It has been determined that package delivery is a major area of opportunity for the future. Customers have indicated that they are interested in greater visibility, convenience, and predictability in delivery services. Additionally, surveys show increased interest in expanded delivery options, including same-day service and targeted delivery times.

As part of an ongoing effort to build the Postal Service of the future, 7-day package delivery has been implemented in many markets, a smart phone app has been created and made available, and the USPS.com website continues to be upgraded. As we continue to improve our services to meet consumer demand, real-time tracking and time-specific delivery will be supported by high-tech visibility command centers that allow pin-point accuracy and up-to-the minute tracking of packages.

## **Our Mission and Vision**

### Understanding the USPS

**Facilitator: Show slide 3-6, Understanding the USPS. Introduce the Commitment: Understanding the USPS eLearning course.**





**Play the Commitment: Understanding the USPS eLearning course. Access this course in HERO.**

**During the course, complete each activity by selecting volunteers from each district to answer the questions.**

**Once the eLearning is complete, review/debrief the eLearning course. Allow participants to ask questions.**

This classroom formatted eLearning course explains the mission and the vision of the Postal Service and enables employees to recognize the Postal Service's commitment to the security and sanctity of the mail. It defines unacceptable conduct and describes the consequences of failing to uphold the security and the sanctity of the mail.

This course explains the roles of the Postal Inspection Service and the Office of Inspector General as they relate to the Postal Service and its employees, the 24-Hour Clock concept, and leave procedure responsibilities of employees and supervisors/managers.

## **Our Promise to Protect Information**

**Facilitator: Show slide 3-7, Our Promise to Protect Information. Play the Our Shared Responsibility video (1.36 minutes). Click to play the video from the slide or online at <https://blue.usps.gov/cyber/our-shared-responsibility.htm>.**

**Review video information. Then discuss information on the Privacy Act and Freedom of Information Act.**

### **Privacy Act**

The Postal Service is mandated by law and has adopted policies to protect the privacy of customers, employees, individuals, and suppliers. The Privacy Act provides protection of personal information that agencies maintain in a system of record. A system of records is a file, database, or program from which personal information is retrieved by name or another identifier.

## Freedom of Information Act

The Postal Service is also required to make records available to the public, consistent with the Freedom of Information Act (FOIA) and good business practices. The FOIA provides the public with a right of access to records with certain limitations, hard copy or electronic, which are maintained by federal agencies, including the Postal Service.

## **Our Commitment to Diversity**

**Facilitator: Show slide 3-8, Our Commitment to Diversity.**

**Discuss our commitment to preserve the rich diversity of our organization. Discuss the Diversity Wheel.**

**Refer participants to the diversity statement A *Commitment to Diversity* at the front of the Employee Reference Guide.**



**ACTIVITY: Allow three minutes for participants read the Commitment to Diversity statement. Then, ask participants to respond to the following questions. Review responses.**

- **What does the word diversity mean to you?**
- **In what ways does diversity benefit the USPS?**
- **Think about opportunities you've had to work with people who have different backgrounds than your own – what was that like?**

When the public looks at its Postal Service, we want them to see a team that is as diverse in appearance, background, and thought as our nation. We want them to know that for us, diversity extends well beyond tracking demographic data. A broader view of diversity must be engrained in our very core; how we hire, how we develop, how we promote, how we go to market, and how we make business decisions. Above all, we hope the public will see a Postal Service that has harnessed the rich diversity of our organization to foster innovation that will propel our business forward. At the Postal Service, diverse teams will drive organizational performance. For us, diversity is a business imperative.

## Diversity

**Facilitator: Show slide 3-9, Diversity and discuss diversity.**

Many people have heard the term diversity, but most do not understand how diversity and inclusion work hand in hand. The term diversity refers to the richness of people's viewpoints, experiences, cultures, and backgrounds. Diversity describes the unique identity-shaping characteristics that make up the USPS workforce. We are the nation that we represent.

**Facilitator: Show slide 3-10, Dimensions of Diversity. Discuss dimensions of diversity and the Diversity Wheel.**

Diversity presents us with opportunities that go beyond traditional gender, race, national origin, age, and disability to include:

- Sexual orientation
- Educational background
- Socioeconomic background
- Professional history – your inside the Postal Service history, your external job history, whether you have field experience, or not

Our diversity efforts seek to build an organization of people from different backgrounds to drive business performance at the U.S. Postal Service.

## Inclusion

**Facilitator: Show slide 3-11, Inclusion and discuss inclusion.**

The term inclusion refers to the behaviors, policies, and practices that allow all employees to achieve their full potential. Our ability to leverage the effectiveness of our organizational diversity in ways that make our employees feel valued and included. Inclusion flourishes in an environment that enables employees to contribute their unique and individual or group characteristics. Inclusion helps all employees feel part of the organization's diversity efforts, and it brings everyone together rather than segmenting diverse groups from the workforce as a whole.

## Diversity as a Business Imperative

**Facilitator: Show slide 3-12, Rise in Diversity Buying Power and discuss the information.**

Diversity is a business imperative. We reach the largest and most diverse population of people nearly every day a week. Therefore, we want to leverage our talents to create diverse product and service portfolios that satisfy our diverse customer base and yield revenue for the USPS.

As the population in the United States becomes more diverse, a growing number of consumers reward organizations that mirror real-world demographics, share their inclusive values, and advocate social causes that encourage diversity, equality, and equity.

**Facilitator: Show slide 3-13, Name that Feeling.**

**Conduct the Name That Feeling activity. Offer a word that describes how you felt in a particular situation, and then, invite participants to contribute answers. Address ratio of positive to negative words.**



**ACTIVITY: Allow 15 minutes to conduct the Name that Feeling activity. Think of a time when you felt different from everyone else. For example, walking into a classroom, store, or workplace and being the only person of one race, or the only female, or the only person speaking English. Think of that time and visualize the situation, and then try to capture how you felt with just ONE WORD. Remember that word and the situation.**

**For example: I once was the only hearing person in a room full of people using sign language. I felt isolated. When I go around the room, I would introduce myself as “Hello. I am isolated.” I would then describe the situation that made me feel isolated.**

**Facilitator: Allow six minutes for participants to introduce themselves to at least three other participants. When they introduce themselves, they should use their word instead of their name.**

**Facilitator: Collect the words that everyone used to describe their feelings and place on a rip chart.**

**After charting all the words, lead the group in a brief discussion using the following questions as guides.**

- **Are there more positive or negative words that were used?**
- **In the workplace, what are the implications of the positive words? Of the negative words? Collect responses and discuss.**

**Even though we all have felt different at one time or another, it is easy to forget the feelings that are associated with it. We may unintentionally exclude others or behave in ways that send mixed messages. If we can remember our own feelings about being different, it may help us be more sensitive to others.**

**Facilitator: Show slide 3-14, Impact of Diversity on Our Business. Ask participants how they would finish each statement on the slide.**



**ACTIVITY: Foster discussion amongst the group. No correct answers are provided on the slide as this activity promotes discussion, not right or wrong answers.**

**Possible answers to the questions:**

- **A diverse workforce drives economic growth.**
- **A diverse workforce can capture a greater share of the consumer market.**
- **Recruiting from a diverse pool of candidates increases opportunity to have a more qualified workforce.**
- **Diversity fosters a more creative and innovative workforce.**
- **Diversity in the workplace is necessary to create a competitive economy in a globalized world.**



## Promoting Diversity and Inclusion in the Workplace

**Facilitator: Show slide 3-15, Promoting Diversity and Inclusion in the Workplace. Review promoting diversity and inclusion in the workplace information.**

Here are some things for you to consider in how you can promote diversity and inclusion in all your interactions with other employees.

- *Practice positive, constructive work habits in the workplace.* Respect other people's personal and workspace, show common courtesy, and practice two-way communication. Listen, listen, and listen more.
- *Recognize and respect others and their individuality.* While we may have philosophical and physical differences, we are all equals in the workplace. We don't have to agree with other people's beliefs and values, but we do need to respect everyone's individualism.
- *One of the best ways to put this philosophy into practice is to think before you speak and be sensitive to others.* When at work, you aren't with your neighbors, friends, and relatives – who probably have a lot in common with you in terms of race, religion, politics, and other beliefs. When you are with your co-workers, you don't know everyone's background and perspectives; therefore, be thoughtful in your choice of words. Even though we need to think before we speak, and be sensitive to others, there is nothing wrong with having healthy discussions about our differences. In fact, we encourage it. One thing to avoid at all costs is using stereotypes and generalizations when you talk to others. What you perceive as unusual behavior could be cultural differences in how people communicate, view the use of time, deal with conflict, or view the roles of individuals versus groups.
- *Find things you have in common with those you meet since we are all diverse in one way or another.*

## **Employment Opportunity Program Status Report**

**Facilitator: Show slide 3-16, Annual Equal Employment Opportunity Report. Review the report.**

The Postal Service completes the Federal Agency Annual Equal Employment Opportunity Program Status report, internally known as the Management Directive 715 (MD-715) report. This report is sent to the Equal Employment Opportunity Commission and reports on barriers to USPS policies, practices and procedures to groups based on their gender, race, ethnic background, or disability status.

## **Equal Employment Opportunity Commission (EEOC) Agency Issued Goal**

**Facilitator: Show slide 3-17, Annual Equal Employment Opportunity (EEOC) Report. Review information.**

USPS has an Equal Employment Opportunity Commission (EEOC) federal agency issued goal to have 12% of our workforce be people with disabilities, and 2% of our workforce be people with targeted disabilities at all levels of the organization.

## **Summary**

**Facilitator: Show slide 3-18 and summarize the module.**

**Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out <http://usps.gov/hr/>.**

**<http://blue.usps.gov/hr/>**

**Address all questions that participants may have relating to the resources.**

The Postal Service's mission for the future is to continue providing reliable universal service and responding to changing needs of our customers. We are committed to upholding the security and sanctity of the mail. USPS values diversity and inclusion and has implemented strategies to leverage the diversity of our workforce. You can make a difference by promoting diversity and inclusion and accepting everyone's differences.

## Module 4: Reporting to Work

### Objectives:

Upon completion of this module, you will be able to:

- Explain the importance of reporting to work as scheduled and its impact to the Postal Service.
- Identify key sections of your earnings statement.
- Explain how to use the appropriate time badge card to record time.
- Describe the leave policies and limitations for MHAs and PSEs, and demonstrate completion of PS Form 3971, *Request for or Notification of Absence*.
- Adhere to the leave procedure responsibilities.
- Identify health benefits available to non-career employees.

### Time Allocated for Module:

- 60 minutes

### Instructional Methods:

- Lecture and interactive discussion
- Group and individual exercises
- eLearning

### Participant Material Used:

- Employee Reference Guide
  - PS Form 1223-B, *Earnings Statement*
  - Time Conversion Chart
  - PS Form 1260, *Nontransactor Card*
  - PS Form 1234, *Utility Card*
  - PS Form 1261, *Non-EBR Report*
  - PS Form 3791, *Request For or Notification of Absence*
  - Fact Sheet, Non-Career Employee Benefits

### Media Required:

- Computer/LCD projector
- Orientation Media DVD



## ***Introduction***

**Facilitator: Show slide 4-1, Module 4: Reporting to Work.**

**Facilitator: Show slide 4-2, Objectives. Review and discuss the objectives and topics covered in this module.**

## ***Workforce Availability***

**Facilitator: Show slide 4-3, Workforce Availability. Introduce the ONE Workforce Availability eLearning course.**



**Facilitator: Show eLearning course ONE: Workforce Availability in HERO (20 minutes).**

**Once the eLearning is complete, review/debrief the eLearning course. Allow participants to ask questions in the chat.**

It is important that you report to work as scheduled. Your pay, leave, and other related benefits are all impacted by your attendance. This eLearning course will explain the importance of employees being regular in attendance and define the procedures for documenting scheduled and unscheduled leave.

## ***Earnings and Pay***

**Facilitator: Show slide 4-4, Getting Paid.**

**The first pay check is received based on the participants' start date. Use sample pay schedule to provide explanation of first pay day based on the pay period of the orientation class.**

Your first pay check is received based on your start date. You are paid bi-weekly. Your first paycheck is sent to your work location. If you begin work in week one of the pay period, your first check includes two weeks of pay. If you begin work in week two of the pay period, your first check includes one week of pay.



## Earnings Statement

**Facilitator: Show slide 4-5, Earnings Statement.**  
**Describe pay check stub information. Instructions to sign up for direct deposit is covered in a later module.**

**Discuss the earnings statement and explain each section.**

When receiving a paycheck or stub indicating direct deposit, an attached earnings statement details the information applicable to an employee's circumstances. Earnings statements reflect work and leave hours, and miscellaneous deductions during a pay cycle. Sign up for direct deposit on LiteBlue. Direct Deposit pay stubs are mailed to your home.

000		01-1560		Employee Name				012345678				24 17		12345678			
PAYLOC		FINANCE NO.		EMPLOYEE NAME				EMPLOYEE ID				PAY PERIOD		SERIAL NUMBER			
DETAIL EARNINGS								GROSS TO NET						LEAVE STATUS			
WK	RSC/LEV	RATE	CODE	TYP	HOURS	PAY	THIS PERIOD			YEAR-TO-DATE			ANNUAL LEAVE (AL) CAT: 4.00				
2	Q 01	1691	844	W	30.00	507.30	GROSS PAY			1014.60			AL PRIOR YR BAL 0.00				
1	Q 01	1691	844	W	30.00	507.30	FED TAX R3			50.93			+ AL EARNED YTD 51.00				
							ST TAX ALS03			36.65			+ AL HOL EARNED YTD 0.00				
							RETIRE			00			- AL USED YTD 0.00				
							MEDICARE			14.72			= EARNED AL BAL 51.00				
							UN L			24.83			+ AL ADVANCED 0.00				
							SSEC			62.90			= AVAIL AL BAL 51.00				
							EMA			00			AL USED THIS PP 0.00				
													SICK LEAVE (SL) CAT: 0.00				
													SL PRIOR YR BAL 0.00				
													+ SL EARNED YTD 0.00				
													- SL USED YTD 0.00				
													= CURRENT SL BAL 0.00				
													SL USED THIS PP 0.00				
													LEAVE WITHOUT PAY (LWOP)				
													PAY PERIOD LWOP 0.00				
													PP01 TO CURRENT PP 0.00				
													USPS RETIREMENT				
NET PAY						824.57						0.00					

PS FORM 1223-B, JUNE 1985

EARNINGS STATEMENT

Leave data on the pay stub represents hours, unless you are a rural carrier. Annual and sick leave are expressed as days for rural carriers.

- **PAY LOC** - Employee's pay location
- **FINANCE NO** - Finance number of the employee's office
- **EMPLOYEE NAME** - Employee's name
- **EMPLOYEE ID** - Employee's USPS Identification Number
- **PAY PERIOD** - Pay period and year of earnings
- **SERIAL NUMBER** - Serial number of check issued to employee
- **DETAIL EARNINGS** - Used to identify type and number of hours compensated for week of work, rate schedule, level, designation/activity, gross payment amount

- **WK** - Week, either 1 or 2, of pay period. This space is blank for all adjustments and allowances
- **RSC** - Rate Schedule Code for hours stated. This space is blank for all adjustments and allowances
- **LEV** - Grade level for hours stated
- **RATE** - Base hourly pay rate
- **CODE** - Employee's Designation/Activity code indicates type of position
- **TYP** - Hours type code. This space is blank for all adjustments and allowances. The following codes may appear:
  - W – Straight time work hours
  - O – Overtime
  - N – Night shift differential
  - L – Leave hours (paid leave and leave without pay)
  - G – Guarantee time (Time paid for hours guaranteed, but not worked)
- **HOURS** – Actual hours worked in hours and hundredths
- **PAY** – Gross amount of pay for number of hours worked

Fair Labor Standards Act (FLSA) is a federal law that establishes requirements for minimum wages, overtime pay, and other items. FLSA work hours appear on your pay stub when the total hours worked for one or both weeks of the pay period exceed forty (40) hours.

- **GROSS TO NET** – Total gross pay, deductions, and resulting net pay for the current pay period and pay year-to-date. There are different entries that can appear in this section depending on the selection of benefits and allotments.
- **LEAVE STATUS** – Details the amount of leave (annual and leave without pay) earned and used for current pay period and year to date. Leave year begins with the first full pay period of a calendar year.

**Facilitator: Leave is discussed later in this module.**

- **NET PAY** – Gross pay minus deductions plus or minus adjustments comprises net earnings plus nontaxable allowances comprises total net pay.

**Facilitator: Show slide 4-6, Earnings Statement.**  
**Introduce the activity. Refer participants to Job Aid 4.1, PS Form 1223-B, *Earnings Statement* in the Employee Reference Guide page 1.**

### Job Aid 4.1- PS Form 1223-B, *Earnings Statement*

000		01-1560		Employee Name		012345678		24 17		12345678	
PAYLOC		FINANCE NO.		EMPLOYEE NAME		EMPLOYEE ID		PAY PERIOD		SERIAL NUMBER	
DETAIL EARNINGS						GROSS TO NET			LEAVE STATUS		
WK	RSC/LEV	RATE	CODE	TYP	HOURS	PAY	THIS PERIOD	YEAR-TO-DATE	ANNUAL LEAVE (AL) CAT: 4.00		
2	0 01	1691	844	W	30.00	507.30	GROSS PAY	1014.60	19261.14	AL PRIOR YR BAL 0.00	
1	0 01	1691	844	W	30.00	507.30	FED TAX R3	50.93	818.94	+ AL EARNED YTD 51.00	
							ST TAX ALS03	36.65	64.78	+ AL HOL EARNED YTD 0.00	
							RETIRE	0.00	0.00	- AL USED YTD 0.00	
							MEDICARE	14.72	27.92	+ EARNED AL BAL 51.00	
							UN L	24.83	42.11	+ AL ADVANCED 0.00	
							SOSEC	62.90	119.41	+ AVAIL AL BAL 51.00	
							EMA	0.00	22.86	AL USED THIS PP 0.00	
										SICK LEAVE (SL) CAT: 0.00	
										SL PRIOR YR BAL 0.00	
										+ SL EARNED YTD 0.00	
										- SL USED YTD 0.00	
										= CURRENT SL BAL 0.00	
										SL USED THIS PP 0.00	
										LEAVE WITHOUT PAY (LWOP)	
										PAY PERIOD LWOP 0.00	
										PP01 TO CURRENT PP 0.00	
						NET PAY	824.57			USPS RETIREMENT 0.00	



**ACTIVITY:** Using the sample earnings statement job aid, select volunteers to identify pay information using chat. Correct answers are provided below. Use the PPT slide animations to display the correct answers.

- Hourly Rate: 16.91
- Pay Period: 24
- Total Hours in Week 1: 30
- Total Pay in Week 2: \$507.30
- Gross Pay for Current Period: \$1,014.60
- Net Pay for Current Period: \$824.57
- Available Annual Leave Balance: 51.00
- Cumulative Leave Without Pay: 0

**Facilitator:** More information regarding pay rates, overtime, and work hours specific to their craft is

covered as part of their briefing and/or On-the-Job Training (OJT) following orientation.

## ***Timekeeping***

**Facilitator: Show slide 4-7, USPS Time Conversion.**

**The Postal Service records time in military hours and hundredths. Hours are based on a 24-hour clock, while the minutes are in hundredths.**

**Examples of converting minutes to hundredths would be 15 minutes equals 25 hundredths and 30 minutes equals 50 hundredths.**

**The time conversion chart is on the back of PS Form 1260, *Nontransactor Card*.**

The Postal Service records time in military hours and hundredths. Examples of converting minutes to hundredths would be 15 minutes equals 25 hundredths and 30 minutes equals 50 hundredths.

**Facilitator: Show slide 4-8, USPS Time Conversion.**

**Refer participants to Job Aid 4.2 - *Time Conversion Chart* and the clock face in the Employee Reference Guide page 2.**

## 4.2 - Time Conversion Chart

Minutes	Hundredths	Minutes	Hundredths	Minutes	Hundredths
0	.00				
1	.02	21	.35	41	.68
2	.03	22	.37	42	.70
3	.05	23	.38	43	.72
4	.07	24	.40	44	.73
5	.08	25	.42	45	.75
6	.10	26	.43	46	.77
7	.12	27	.45	47	.78
8	.13	28	.47	48	.80
9	.15	29	.48	49	.82
10	.17	30	.50	50	.83
11	.18	31	.52	51	.85
12	.20	32	.53	52	.87
13	.22	33	.55	53	.88
14	.23	34	.57	54	.90
15	.25	35	.58	55	.92
16	.27	36	.60	56	.93
17	.28	37	.62	57	.95
18	.30	38	.63	58	.97
19	.32	39	.65	59	.98
20	.33	40	.67		

**Facilitator: Introduce the activity.**



**ACTIVITY:** Using the time conversion chart and clock, select volunteers to convert the time displayed on the slide. Correct answers are provided below. Use the PPT slide animations to display the correct answers.

1. 11:00 pm = 23.00
2. 08.50 = 8:30 am
3. 6:15 pm = 18.25
4. 9:10 am = 09.17
5. 23.75 = 11:45 pm
6. 5:40 pm = 17.67
7. 6:05 pm = 18.08

## Time Card

**Facilitator: Show slide 4-9, Nontransactor Card. Discuss manual time cards. There are two manual methods to record your time.**

**Refer participants to Job Aid 4.3, PS Form 1260, *Nontransactor Card* in the Employee Reference Guide page 3.**

A time card that has your name, Employee ID number, and pay location is issued to you and is used to record your time. Your supervisor demonstrates how to use the time card. For privacy purposes, all employees are issued a specific employee ID at the time of appointment.

### Nontransactor Card

Nontransactor cards are used by clerks, postal support employees, mail handlers, city carriers, and custodians. There are five time transactions.

- Begin Tour (BT)
- Out to Lunch (OL)
- In from Lunch (IL)
- End Tour (ET)
- Move (MV)

### Job Aid 4.3, PS Form 1260, Nontransactor Card

Name (Last, First, MI)				EIN (8 digits)		Pay Loc.
	Date (MM/DD/YYYY)	Ring Type (BT, OL, IL, MV, ET)	OPN-LU (6 digits)	Route (6 digits)	Finance No. (6 digits)	Time Hrs/100's
Supervisor Name (Print)				Comment(s):		
Supervisor Signature & Date						
PS Form 1260, July 2012, (Page 1 of 2) PSN 7530-01-000-9268 NON-EBR CARD						



## Utility Card

**Facilitator: Show slide 4-10, Utility Card.**

Utility cards are used by rural carriers and relief rural carriers. Recording of the clock rings must begin from the bottom of the form working up.

Refer participants to Job Aid 4.4, PS Form 1234, *Utility Card* in the Employee Reference Guide page 4.

Instructions to complete each form is covered as part supplemental training classes and/or On-the-Job Training (OJT) following orientation.

## Job Aid 4.4, PS Form 1234, Utility Card

Utility Card														
Name _____														
EIN _____														
Check Appropriate <input type="checkbox"/> Loan <input type="checkbox"/> Training <input type="checkbox"/> STTO <input type="checkbox"/> Extra Clock Rings <input type="checkbox"/> Transfer <input type="checkbox"/> (See boxes at right as necessary) <input type="checkbox"/> AL <input type="checkbox"/> HOS														
REGULAR ASSIGNED POSITION							TEMPORARY ASSIGNED POSITION							
Title _____							Title _____							
P/L _____							P/L _____							
DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK
<b>NOTE: For reporting training hours, enter "TRAINING" in the temporary assigned position block.</b>														
Not Allowed (Reason)	LWOP	Paid Leave		Other Prem	NW	OT	Clock Hours							
		OL	SL	AL				Init. & Day						
								Guar. OT	Guar. Time					
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day						
								Guar. OT	Guar. Time					
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day						
								Guar. OT	Guar. Time					
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day						
								Guar. OT	Guar. Time					
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day						
								Guar. OT	Guar. Time					

PS Form 1234, March 1992

START

**Facilitator: Show slide 4-11, PS Form 1261, *Non-EBR Report*.**

**Describe how the Non-EBR (Electronic Badge Reader) Report. Refer participants to Job Aid 4.5, PS Form 1261, *Non-EBR Report* in the Employee Reference Guide page 5.**

The Non-EBR (Electronic Badge Reader) Report is used for entry of clock ring data, overtime, and out-of-schedule authorizations. This form is similar to PS Form 1260 but allows entry of data for more than one employee.

### **Job Aid 4.5, PS Form 1261, *Non-EBR Report***

**UNITED STATES POSTAL SERVICE®**

**Non-EBR Report**

Service Date: \_\_\_\_\_

Employee Name and Employee ID (PIN)		BT	Move	Move	OL	IL	Move	Move	ET	OT Start HH:MM	Pay Amt. HH:MM	Reimbursed No/Yes	Excluded By Official Element	Other Element
Time	OPN-LU													
Route #														
PIN #														
Time	OPN-LU													
Route #														
PIN #														
Time	OPN-LU													
Route #														
PIN #														
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Time	OPN-LU													
Route #														
PIN #														

Office: \_\_\_\_\_ Pay Location: \_\_\_\_\_ Supervisor Signature and Date: \_\_\_\_\_

PS Form 1261, September 2013 PSN 7530-01-000-9209

## ***Annual Leave Policy***

**Facilitator: Show slide 4-12, Annual Leave. Discuss annual leave. CCAs, MHAs, and PSEs begin earning leave when they are in a pay status. RCAs are not in leave-earning status when hired and are notified by the postmaster once they are eligible to earn leave.**

**Refer participants to their supervisor for further questions regarding leave.**

Non-career employees (excluding Associate Rural Carriers - ARCs) are provided annual leave (vacation) for rest, recreation, emergency purposes, and illness or injury. Annual leave is earned based on the number of hours in which an employee is in a pay status in each pay period. All leave must be requested on PS Form 3971, *Request for or Notification of Absence* for approval by the supervisor.

## Annual Leave Accrual

**Facilitator: Show slide 4-13, Annual Leave Accrual. Describe how annual leave is earned. Review rates of accrual based on hours in pay status per pay period.**

Annual leave accrues and is credited in whole hours at the end of each bi-weekly pay period. An employee must earn annual leave hours prior to use and must not exceed number of hours accrued. Employees with an appointment after the first Monday of a pay period do not receive leave credit for service performed during that pay period.

Rate of Accrual	Hours in Pay Status	Hours of Annual Leave Earned Per Pay Period
One hour for each unit of 20 hours in pay status in each pay period	20	1
	40	2
	60	3
	80	4 (max.)

## Payment for Accumulated Annual Leave

**Facilitator: Show slide 4-14, Lump Sum Payment. Discuss payment for accumulated annual leave.**

A separating non-career employee may receive a lump-sum payment for accumulated annual leave subject to the following condition:

A non-career whose separation is effective before the last Friday of a pay period does not receive credit or terminal leave payment for the leave that would have accrued during that pay period.

## Scheduling Leave

**Facilitator: Show slide 4-15, Scheduling Leave. Explain the difference between scheduled and unscheduled leave.**

Leave must be scheduled in advance to be considered scheduled. Employees are expected to maintain their assigned schedule and must make every effort to avoid unscheduled absences. Supervisors may approve or disapprove leave requests. Excessive unscheduled absences may result in disciplinary action.

## Requesting Annual Leave

**Facilitator: Show slide 4-16, Requesting Annual Leave. Career employees cannot request annual leave during their first 90 days of employment.**

**Refer participants to Job Aid 4.6, PS Form 3971, *Request for or Notification of Absence* in the Employee Reference Guide page 6. Review each section of required information on the form.**

**Further information regarding annual leave and how to complete PS 3971 is covered as part of supplemental training and/or OJT following orientation. Upon arrival at the work unit, management also provides procedures to follow when employees are unable to report for work.**

Except for emergencies, annual leave must be requested on PS Form 3971, *Request for or Notification of Absence*, and approved in advance by the supervisor. An exception to the advanced approval requirement is made for emergencies and illness or injury. In these situations, the employee must notify appropriate Postal Service authorities as soon as possible as to the emergency or illness/injury and the expected duration of the absence and submit PS Form 3971 as soon as possible after returning to duty.

## Job Aid 4.6, PS Form 3971, Request for or Notification of Absence

UNITED STATES POSTAL SERVICE®		Request for or Notification of Absence											
Employee's Name (Print last, first, MI.)		Employee ID		Date Submitted (MM/DD/YYYY)		No. of Hours Requested		SCHEDULED UNSCHEDULED		PP	Year		
Installation (For postmaster's leave, show city, state, and ZIP Code)		N/S Day		Pay Loc. No.		D/A Code							
Time of Call or Request		Scheduled Reporting Time		If Needed, Employee Can Be Reached At:		Thru: Date		Hour		Day	Init.	Hours	
				<input type="checkbox"/> Do not call									
Type of Absence		Documentation (For official use only)		Revised Schedule for (Date)		Approved in Advance							
<input type="checkbox"/> Annual		<input type="checkbox"/> FMLA Requested (Certification review - HRSSC)		Begin Work		<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Holiday/AL Lv Exch		<input type="checkbox"/> For COP Leave (CA1 on file)		Lunch Out									
<input type="checkbox"/> Carrier 701 Route		<input type="checkbox"/> For Advanced Sick Leave (PS 1221 on file)		Lunch In									
<input type="checkbox"/> LWOP (See reverse)		<input type="checkbox"/> For Military Leave (Orders reviewed)		End Work									
<input type="checkbox"/> Sick (See reverse)		<input type="checkbox"/> For Court Leave (Summons reviewed)		Total Hours									
<input type="checkbox"/> Late		<input type="checkbox"/> For Higher Level (PS 1723 on file)											
<input type="checkbox"/> COP (See reverse)		<input type="checkbox"/> Scheme Training Testing Qualifying (Memo on file)											
<input type="checkbox"/> Other													
Remarks (Do not enter medical information. See Privacy Act Statement on reverse of this form.)													
I understand that the annual leave authorized in excess of the amount available to me during the leave year will be charged to LWOP.													
Employee's Signature and Date		Signature of Person Recording Absence and Date		Signature of Supervisor and Date Notified									
Official Action on Application (Return copy of signed request to employee.)													
<input type="checkbox"/> Approved		Do not check an FMLA box until you verify the FMLA designation.		Signature of Supervisor and Date									
<input type="checkbox"/> Disapproved (Give reason below)		<input type="checkbox"/> FMLA Designation is PENDING											
		<input type="checkbox"/> FMLA Protected											
		<input type="checkbox"/> Not FMLA Protected		<input type="checkbox"/> Continued on reverse									
PS Form 3971, October 2017 (Page 1 of 2) PSN 7530-02-000-9136													
Warning: The furnishing of false information on this form may result in a fine of not more than \$10,000 or imprisonment of not more than 5 years, or both (18 U.S.C. 1001).													
Reason I was incapacitated for duty during this absence:		Leave Types and Codes (Information Only)		Time Card		FMLA Dep. Care		Time Clock		SCHEDULED UNSCHEDULED		PP	Year
<input type="checkbox"/> Sickness		<input type="checkbox"/> Pregnancy, Prenatal Care, or Childbirth		Annual		56		0500					
<input type="checkbox"/> On-the-Job Injury		<input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Job-related)		Annual - FMLA		56		01 0509					
<input type="checkbox"/> Off-the-Job Injury		<input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Not job-related)		Sick		56		0500					
<input type="checkbox"/> Exposed to a Contagious Disease				Sick - FMLA		56		02 0509					
				Sick - Dependent Care		56		08 0507					
				Sick - Dependent Care - FMLA		56		07 0508					
				Absent Without Leave		24		0200					
				Act of Nature		78		0780					
				Blood Donor		69		0600					
				Civil Defense		77		0770					
				Civil Disorder		81		0810					
				COP - USPS		71		0710					
				COP - USPS - FMLA		71		03 0719					
				Court Duty		61		0610					
				Donated		46		0460					
				Donated - FMLA		46		0460					
				HQ Authorized Administrative		79		0790					
				Holiday - AL Leave Exchange		28		0280					
				LWOP - Part Day		59		0590					
				LWOP - Part Day - FMLA		59		05 0509					
				LWOP - Full Day		60		0600					
				LWOP - Full Day - FMLA		60		06 0609					
				LWOP - IDG/CWOP		49		0490					
				LWOP - IDG/CWOP - FMLA		49		04 0499					
				LWOP - In Lieu of Sick Leave		59 or 60		05901 or 06001					
				LWOP - Maternity		59 or 60		05905 or 06005					
				LWOP - Military		44		0440					
				LWOP - Personal Reasons		59 or 60		05903 or 06003					
				LWOP - Professed		59 or 60		05902 or 06002					
				LWOP - Suspension		59 or 60		05906 or 06006					
				LWOP - Suspension Pend Term		59 or 60		05908 or 06008					
				LWOP - Union Official		84		0840					
				Military		67		0670					
				Relocation		60		0600					
				Voting Leave		85		0850					
				Other Paid Leave		96		0960					
Reason I was/will be unavailable for duty during this absence:													
<input type="checkbox"/> Sick Leave for Dependent Care (See ELM)		<input type="checkbox"/> Placement of a Child with Employee for Adoption or Foster Care											
<input type="checkbox"/> Birth of a Child/Bonding		<input type="checkbox"/> A Military Family Member's Qualifying Exigency											
<input type="checkbox"/> To Care for a Family Member (See ELM)		<input type="checkbox"/> To Care for an Injured or Ill Military Family Member											
LWOP - Union Official (Required Certification)													
By signing this form, I certify that this request is not for the purpose of engaging in partisan political activity as defined by the Hatch Act and its implementing regulations.													
I am requesting Family and Medical Leave Act (FMLA) protection for this absence:													
<input type="checkbox"/> This request is associated with a new condition. (You will receive an FMLA packet in the mail with forms and instructions.)													
<input type="checkbox"/> My approved or pending approval case number for this condition is:													
Employee must not be asked to disclose personal medical information to local management. FMLA certification must be mailed to HRSSC.													
Additional Documentation Required as follows:													
Privacy Act Statement: Your information will be used to administer leave. Collection is authorized by 39 USC 401, 404, 1001, 1003, and 1005; and 29 USC 2601 et seq. Providing the information is voluntary, but if not provided, we may not process your request. Your information may be disclosed as follows: in relevant legal proceedings; to law enforcement when the USPS or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities under contract with USPS and/or authorized to perform audits; to labor organizations as required by law; to government agencies regarding personnel matters; to the EEOC; and to the MSPB or Office of Special Counsel. For more information regarding our privacy policies visit <a href="http://www.usps.com/privacypolicy">www.usps.com/privacypolicy</a> .													
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- Name
- Employee ID number
- Date submitted
- Number of hours requested
- Installation
- If this is a non-scheduled day
- Employee pay location
- Destination/Activity (Des/Act) Code
- Date and time your requested leave is to start and end
- Check box for the type of leave requested
- Sign and date the form

Follow local procedures for submitting the form.

The supervisor is responsible for approving or disapproving applications for annual leave by signing PS Form 3971. If a supervisor does not approve an application for leave, the disapproved block on PS Form 3971 is checked and a reason is recorded in the space provided. Absent without leave (AWOL) determinations are similarly noted. Non-career employees receive a copy of the approved or disapproved PS Form 3971.

There may be additional provisions that have been bargained for non-career employees locally in your assigned unit for making some types of vacation selections. Ask your OJI in the unit for information on local leave provisions.

## Vacation Choice

**Facilitator: Show slide 4-17, Vacation Choice. Review how employees select their vacation preference.**

Career employees are given preference over MHAs and PSEs when scheduling annual leave. This preference takes into consideration that scheduling is done on a tour-by-tour basis. Employee skills are a determining factor in this decision.

There may be additional provisions that have been bargained for MHAs, CCAs PSEs locally in your assigned unit for making some types of vacation selections. Ask your On-the-Job Instructor (OJI) in the unit for information on local leave provisions.



## Family and Medical Leave Act (FMLA)

**Facilitator: Show slide 4-18, Family and Medical Leave Act (FMLA). Review Family and Medical Leave Act (FMLA) protections and eligibility.**

The Family and Medical Leave Act (FMLA) is a federal law that entitles eligible employees to take job-protected leave to attend to certain serious health and family matters. The FMLA also provides protected leave to assist employees with issues arising from a family member's military deployment abroad and leave to care for a service member who suffered an injury or illness in the line of duty.

To be eligible for FMLA-protected leave, an employee must have worked for the Postal Service for at least 12 months and must have worked at least 1250 hours during the year preceding the start of his/her leave. The 12 months of Postal Service employment includes any work occurring in the past 7 years. However, the 1250 hours of work includes only hours actually "worked" in the year preceding the leave and does not include leave taken, layoffs, or jury duty.

## Wounded Warrior

**Facilitator: Show slide 4-19, Wounded Warrior. Review Wounded Warriors Leave (WWL) protections and eligibility.**

Wounded Warriors Leave (WWL) is an authorized absence from the Postal Service to undergo medical treatment for a service-connected disability rated at 30 percent or more. It is a separate paid leave category, distinct from sick or annual leave.

Newly hired and existing eligible employees are credited with 104 hours of WWL annually, following the receipt of supporting documentation. Eligibility documentation should reflect a disability rating of 30 percent or more. WWL is available for use retroactively to the first day of their enter-on-duty date, or the current Leave Year, whichever is later, for use through the end of the Leave Year.

### *Eligibility*

It is the employee's responsibility to notify the Postal Service of his or her eligibility before requesting WWL. Employees must provide documentation from the Department of Veterans Affairs certifying that the employee has a qualifying service-connected disability. The documentation must be dated 1991 or later.

If an employee's service-connected disability rating is decreased to below 30 percent or discontinued during any leave year, then the employee no longer has a qualifying service-connected disability. They are no longer eligible for WWL as of the effective date of the rating change.

Employees must provide documentation from the Department of Veterans Affairs certifying that their eligibility was discontinued or decreased below 30 percent. Employees should contact HRRC to learn how to submit documentation.

### ***Requests***

The employee must submit to their Supervisor PS Form 3971, *Request for Notification of Absence* along with a copy of the *PS Form 5980, Treatment Verification for Wounded Warriors Leave*, certified by a health care provider that the employee used the leave to receive treatment for a covered disability.

Employees eligible for WWL may also be eligible for protection under the Family and Medical Leave Act. (See [ELM 515](#) for more information and eligibility requirements.)

## ***Holiday Leave***

**Facilitator: Show slide 4-20, Holiday Leave. Review the holiday leave policy.**

MHAs, PSEs, and CCAs receive holiday pay for the following six holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, pursuant to the requirements in Article 11.2 of the National Agreement.

MHAs, PSEs, and CCAs receive holiday pay based on the size of the office in which they work, pursuant to the following guidelines:

- 200 Man Year offices – 8 hours
- POStPlan offices – 4 hours
- All other offices – 6 hours

MHAs, CCAs, and PSEs who work on a holiday may, at their option, elect to have their annual leave balance credited with six, or eight hours (as applicable) of annual leave in lieu of receiving holiday pay.

## ***Sick Leave***

**Facilitator: Show slide 4-21, Sick Leave. Review sick leave policy.**

Sick leave insures employees against loss of pay if they are incapacitated for the performance of duties because of illness, injury, pregnancy and confinement, and medical (including dental or optical) examination or treatment.

<b>Employee Category</b>	<b>Time Accrued</b>
Non-career employees	None
Full-time employees (except as noted below).	4 hours for each full biweekly pay period - (104 hours) per 26-period leave year.
Non-executive, non-bargaining full-time career employees, and non-career employees converted to those positions.	3 hours for each full biweekly pay period - (78 hours) per 26-period leave year.
Part-time employees (except as noted below).	1 hour for each unit of 20 hours in pay status up to 104 hours (13 days) per 26-period leave year.
Non-executive, non-bargaining part-time career employees, and non-career employees converted to those positions.	1 hour for each unit of 26.66 hours in pay status. - up to 78 hours (9.75 days) per 26-period leave year.

## ***Leave Without Pay (LWOP)***

**Facilitator: Show slide 4-22, Leave Without Pay (LWOP). Review Leave Without Pay (LWOP) policy.**

LWOP is an authorized absence from duty in a non-pay status. LWOP may be granted upon the employee's request and covers only those hours that the employee would normally work or for which the employee would normally be paid.

## ***Health Benefits***

**Facilitator: Show slide 4-23, Health Benefits for Non-Career Employees. Discuss health benefits available to each non-career employee.**

	Non-Career Employee Health Benefits (USPSHB) Plan	Federal Employee Health Benefits (FEHB) Plan
CCA	✓	Eligible after one year of continuous employment, excluding any break in service of 5 days or less.
RCA	✓	
MHA	✓	
PSE	✓	

All CCAs, MHAs, PSEs and RCAs are eligible for the USPS Health Benefits (USPSHB) plan with no waiting period. Non-bargaining, non-career employees are also eligible to participate. Casual employee must meet the Patient Protection and Affordable Care Act (PPACA) definition of a full-time employee by averaging 30 paid hours per week over a measurement period. Casual employees will receive a letter notifying them of their eligibility if they meet the PPACA requirement.

Upon completion of 360 days of service, excluding breaks in service of five days or less, non-career employees are eligible to participate in the Federal Employees Health Benefits Program (FEHB).

Eligible employees have 60 days from their enter-on-duty date to enroll. The USPS benefits plan is administered by United Healthcare. You may immediately enroll after your enter-on-duty (EOD) date unless you are a casual. The Postal Service contributes a minimum of \$125 per pay period towards the cost of this plan. CCAs and PSEs receive additional Postal Service contributions towards Self Plus One and Self and Family. Visit [litblue.usps.gov/uspsbhp](http://litblue.usps.gov/uspsbhp) for plan information, including rates.

The Postal Service also participates in the Federal Employee Health Benefits (FEHB) Program. You may participate in FEHB after you complete 365 days of continuous service, excluding any breaks in service of five days or less. There are many plans under the FEHB: including Fee-For-Service, Health Maintenance Organizations (HMOs), and High Deductible and Consumer-Driven Health Plans. While most non-career employees pay the full cost of the plan they select, some non-career employees are eligible for an employer contribution to certain plans administered by the union who represents them.

**Facilitator: Show slide 4-24, Dental and Vision Insurance (FEDVIP). Dental and Vision Insurance (60 days from eligibility date for FEHB to enroll).**

**Refer participants to Job Aid 4.7, *Fact Sheet, Non-Career Employee Benefits* in the Employee Reference Guide pages 7-8.**

You are eligible to participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP) if you are eligible to participate in FEHB. While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable. This is because premium contributions are not subject to taxes.

## ***Other Benefits***

**Facilitator: Show slide 4-25, Flexible Spending Accounts (FSA). Discuss Flexible Spending Accounts and eligibility (60 days from eligibility date for FEHB to enroll).**

Employees eligible to participate in FEHB may also participate in the Flexible Spending Accounts (FSA) Program. Tax-free FSA contributions can be used to cover most out-of-pocket health care and dependent care (day care) expenses.

**Facilitator: Show slide 4-26, Long-Term Care Insurance (FLTCIP). Long-Term Care Insurance (60 days from eligibility date for FEHB to enroll)**

You are eligible to participate in the Federal Long-Term Care Insurance Program (FLTCIP) if you are eligible for FEHB. FLTCIP insures for the cost of receiving long-term care (for example, nursing home, assisted living, or in-home care), which typically is not covered by an individual's health insurance or Medicare.

## **Employee Assistance Program**

**Facilitator: Show slide 4-27, Employee Assistance Program (EAP). Discuss the Employee Assistance Program (EAP).**

At varying times in our lives we face personal challenges. Some problems are easily resolved, others can be best solved with professional assistance. The Postal Service provides free access to an Employee Assistance Program (EAP) for all employees and their families through New Directions Behavioral Health. EAP is more than just another benefit. It's a timesaving, stress-relieving, powerful tool that helps put resources at your fingertips and supports you in reaching your full potential. Check out [www.EAP4YOU.com](http://www.EAP4YOU.com) for more information.

**Facilitator: Show slide 4-28, Benefits and Wellness. Review the Benefits and Wellness Team information. Participants receive more information regarding health benefits specific to their craft at their work units. Information on eligibility requirements, cost, and coverage is also covered.**

The Benefits and Wellness Team's mission is to support the overall wellbeing of our employees and their families through awareness, education, and access to better options. Wellness is about your physical and emotional health, it's about your sense of financial security, it's about your connections with others and your community, and it's about how fulfilled you feel in your work, and at work. Wellness is not about sacrificing in one area in order to succeed in another. It's about finding a balance between all of these dimensions – caring for the whole you. Visit our Health and Wellness page at <https://liteblue.usps.gov/wellness/>.

## **Summary**

**Facilitator: Show slide 4-29, Summary.**

**Review and briefly discuss the topics presented within the module. Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below.**

**Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below. Address all questions that participants may have relating to the resources.**

Your pay, leave, and other related benefits are all impacted by your attendance. Earnings statements reflect work and leave hours and miscellaneous deductions during a pay cycle.

A time card with your name, employee ID number, and pay location is used to record your time. A signed PS Form 3971 is critical for approving scheduled and unscheduled leave requests.

- Handbook F-21, *Time and Attendance*
- Non-Career Employee Health Benefits Plan
- Federal Employee Health Benefits Plan
- For information on available Benefits, visit: <https://liteblue.usps.gov/humanresources/benefits>





## Module 5: Employee Conduct

### Objectives:

Upon completion of this module, you will be able to:

- Define the rules and regulations governing conduct on Postal Service property.
- Recognize how Postal Service policies apply to sexual harassment, workplace violence, and workplace harassment.
- Apply the standards of ethical conduct regarding gifts, financial conflicts of interest, fundraising, political activities, government equipment, and resources.

### Time Allocated for Module:

- 90 minutes

### Instructional Methods:

- Lecture
- Interactive Discussion
- eLearning

### Participant Material Used:

- Employee Reference Guide

### Media Required:

- Computer/LCD projector
- Orientation Media DVD



## ***Introduction***

**Facilitator: Show slide 5-1, Module 5: Employee Conduct.**

**Facilitator: Show slide 5-2, Objectives. Review and discuss the objectives and topics covered in this module.**

## ***Code of Conduct***

**Facilitator: Show slide 5-3, Code of Conduct. Code of conduct describes the rules and regulations governing conduct on Postal Service property.**

Rules and Regulations Governing Conduct on Postal Service Property apply to all real property under the charge and control of the U.S. Postal Service, to all tenant agencies, and to all persons entering in or on such property.

These rules and regulations shall not apply to:

- a. Any portions of real property, owned or leased by the Postal Service, that are leased or subleased by the Postal Service to private tenants for their exclusive use.
- b. With respect to restrictions on soliciting, electioneering, collecting debts, vending, advertising and posting or depositing literature on sidewalks along the street frontage of Postal Service property falling within the property lines of the Postal Service that are not physically distinguishable from adjacent municipal or other public sidewalks and any paved areas adjacent to such sidewalks that are not physically distinguishable from such sidewalks.

## Inspection

**Facilitator: Show slide 5-4, Inspection. Review items that may be inspected and building closings.**

Purses, briefcases, and other containers brought into, while on, or being removed from the property are subject to inspection. However, items brought directly to a Postal Service facility's customer mailing acceptance area and deposited in the mail are not subject to inspection, except as provided by the Administrative Support Manual, section 274. A person arrested for violation of this section may be searched incident to that arrest.

Vehicles and their contents brought into, while on, or being removed from restricted nonpublic areas are subject to inspection. A prominently displayed sign shall advise in advance that vehicles and their contents are subject to inspection when entering the restricted nonpublic area, while in the confines of the area, or when leaving the area. Persons entering these areas who object and refuse to consent to the inspection of the vehicle, its contents, or both may be denied entry; after entering the area without objection, consent shall be implied. A full search of a person and any vehicle driven or occupied by the person may accompany an arrest.

Except as otherwise ordered, properties must be closed to the public after normal business hours. Properties also may be closed to the public in emergency situations and at such times as may be necessary for the orderly conduct of business. Admission to properties when closed to the public may be limited to authorized individuals who may be required to sign the register and display identification when requested by Security Force personnel or other authorized individuals.

## General Restrictions - Preservation of Property

**Facilitator: Show slide 5-5, General Restrictions. Introduce general restrictions in place to preserve postal property.**

Improperly disposing of rubbish, spitting, creating any hazard to persons or things, throwing articles of any kind from a building, climbing upon the roof or any part of the building, or willfully destroying, damaging, or removing any property or any part thereof is prohibited.

All persons in and on property shall comply with official signs of a prohibitory or directory nature and with the directions of Security Force personnel or other authorized individuals.

### Disturbances

**Facilitator: Show slide 5-6, Disturbances. Review prohibitions on disturbances in entrances, foyers, corridors, offices, elevators, stairways, and parking lots.**

Disorderly conduct, or conduct that creates loud and unusual noise, or which impedes entrance to or departure from Post Offices or otherwise obstructs the usual use of entrances, foyers, corridors, offices, elevators, stairways, and parking lots, or which otherwise tends to impede or disturb the public or employees in the performance of their duties, or which otherwise impedes or disturbs the general public in transacting business or obtaining the services provided on Postal Service property, is prohibited.

### Gambling

**Facilitator: Show slide 5-7, Gambling. Review prohibitions on gambling.**

Participating in games for money or other personal property, the operation of gambling devices, the conduct of a lottery or pool, or the selling or purchasing of lottery tickets is prohibited on postal premises. This does not apply to state lottery tickets at vending facilities operated by licensed blind persons where such lotteries are authorized by state law.

### Alcoholic Beverages, Drugs, and Smoking

**Facilitator: Show slide 5-8, Alcohol, Drugs and Smoking. Review prohibitions on alcohol, drugs and smoking.**

Anyone under the influence of alcohol or any drug that has been defined as a “controlled substance” may not enter Postal Service property or operate a motor vehicle on Postal Service property. The possession, sale, or use of any “controlled substance” (except when permitted by law) or the sale or use of any alcoholic beverage (except as authorized by the Postmaster General or designee) on Postal Service premises is prohibited. The term “controlled substance” is defined in Title 21, United States Code, section 802. Smoking is prohibited in all Postal Service buildings and office space, including public lobbies.



Soliciting, Electioneering, Collecting Debts, Vending, and Advertising

**Facilitator: Show slide 5-9, Soliciting, Electioneering, Collecting Debts, Vending, and Advertising. Review prohibitions on Soliciting, Electioneering, Collecting Debts, Vending, and Advertising.**

Soliciting alms and contributions, campaigning for election to any public office, collecting private debts, commercial soliciting and vending, displaying or distributing commercial advertising, and collecting signatures on petitions, polls, or surveys (except as otherwise authorized by Postal Service regulations) are prohibited on Postal Service property. These prohibitions do not apply to the following:

- a. Commercial or nonprofit activities performed under contract with the Postal Service or pursuant to the provisions of the Randolph-Sheppard Act.
- b. Posting notices on employee bulletin boards as authorized by Title 39, Code of Federal Regulations (CFR) 243.2.
- c. The solicitation of U.S. Postal Service and other federal military or civilian personnel for contributions by recognized agencies as authorized by the Manual on Fund Raising Within Federal Service, issued under Executive Order 12353.

**Facilitator: Ask participants to answer the following questions. Debrief by providing the correct answer.**

1. Jennifer is collecting money from co-workers for the group's football lottery. Participants purchase squares on a sheet that represent scores in a given game. Can she and her co-workers participate in this activity at work?

***No. Participating in games for money or other personal property, the operation of gambling devices, the conduct of a lottery or pool, or the selling or purchasing of lottery tickets is prohibited on postal premises.***

2. John's daughter is selling Girl Scout cookies and he would like to bring the order forms to work to see if any of his co-workers would like to support his daughter's troop. Can he bring the order forms to work?

***No. Solicitation and vending is forbidden on postal property unless authorized and an official postal event.***

3. Ed is a candidate for public office he plans to spend all day Saturday distributing leaflets and campaign button in the lobby of a very busy post office. Is he allowed to perform these activities on postal premises?

***No. Leafleting, distributing literature, picketing, and demonstrating by members of the public in lobbies and other interior areas open to the public is prohibited.***

1. Jennifer is collecting money from co-workers for the group's football lottery. Participants purchase squares on a sheet that represent scores in a given game. Can she and her co-workers participate in this activity at work?
2. John's daughter is selling Girl Scout cookies and he would like to bring the order forms to work to see if any of his co-workers would like to support his daughter's troop. Can he bring the order forms to work?
3. Ed is a candidate for public office he plans to spend all day Saturday distributing leaflets and campaign button in the lobby of a very busy post office. Is he allowed to perform these activities on postal premises?

## **Possession of Firearms and Other Dangerous Weapons on Postal Service Property Is Prohibited by Law**

**Facilitator: Show slide 5-10, Firearms and Weapons. Review prohibitions Firearms and Weapons on postal property.**

Possessing a firearm or other dangerous weapon in a federal facility for other than official purposes, causing such a weapon to be present, or attempting to do so are punishable by a fine, imprisonment for up to one year, or both. If the prohibited weapon is intended to be used to commit a crime, the penalty is an increased fine, imprisonment for up to five years, or both.

No person on postal property may carry or store firearms, explosives, or other dangerous or deadly weapons, either openly or concealed, except for official purposes. Except for employees authorized by the chief postal inspector or the inspector general, postal employees are prohibited from possessing, carrying, or storing firearms while on duty, either on or off USPS property, and at any time on or within USPS property.

Report all firearms violations immediately to the United States Postal Inspection Service.

## ***Ethics***

**Facilitator: Show slide 5-11, Ethics. Introduction. Introduce the ethics video. These videos inform participants about Ethics guidelines and principles. Videos are located on USPS-TV/Workforce/Employee Training/Delivering Ethics.**

**Show video via link on PPT or USPS-TV: Code of Conduct (Duration: 4:49).**

### Ethics Introduction

Introduction to the videos by Mike Elston, former Chief Ethics and Compliance Officer. This also introduces us to the 14 General Principles of Ethical Conduct.

**Facilitator: Show slide 5-12, Ethics Videos: Gifts and introduce the video.**

**Show video via link on PPT or via USPS-TV: Gifts (Duration: 28:10).**

This video covers the following information.

### General Rule

You may not accept gifts from prohibited sources or gifts offered to you because of your Postal Service position.

### What is a Prohibited Source?

A prohibited source is a person or organization doing business with the USPS, seeking to do business with the USPS, or seeking official action by the USPS.

### What is a Gift?

A gift is anything that has monetary value:

- Cash
- Gift Certificate
- Clothing
- Free Tickets
- Meals

### \$20/\$50 Exception

Non-cash gifts valued at \$20 or less may be accepted. However, the total value of gifts accepted from the same person or company in a calendar year cannot exceed \$50.

Consider appearances before accepting any gift. If the public would question it, do not accept it.

Remember – public service is a public trust.

Even with the \$20/\$50 exception, YOU MAY NEVER:

- Accept cash, checks, money orders, credit card gift cards.
- Solicit or coerce a gift.
- Accept a gift if it creates the appearance that laws or ethics regulations have been violated.

### Gifts Between Employees

#### *General Rule*

You may not give a gift, or contribute toward a gift, to a supervisor or a higher paid employee.

#### *Personal Friends*

You may give a gift to someone who is paid more than you only if you and that person are personal friends and that person is not your supervisor.

#### *Exceptions – Occasional Gifts*

For traditional yearly events, birthdays or holidays, you can give your supervisor or a higher paid employee a non-cash gift worth \$10 or less. This must be an individual gift, collections for group gifts are not permitted.

You can also share food and refreshments in the office. If you do a collection for the food and refreshments, contributions must be voluntary and no more than \$10 per person can be collected.

### *Gifts for Special, Infrequent Occasions*

For occasions like marriage, birth, adoption, illness, retirement, transfer, or resignation you may give your supervisor or a higher paid employee an appropriate gift.

Only in these circumstances is a group gift acceptable, if the collection is voluntary and contributions are no more than \$10 per person.

### *Voluntary Contributions*

So that collections are truly voluntary, the individual soliciting and collecting contributions must not be a higher-level employee.

## **Activity: Gifts**

**Facilitator: Show slides 5-13 through 5-16, Ethics Videos: Gifts. Once the video plays, ask participants to answer each question and discuss responses.**

Q 1: Letter Carrier Henry received a \$20 gift card for a local hardware store from a business on his delivery route. A note clipped to the card says, “Thanks for great service!” And remember: the earlier we get our mail, the better! (hint hint). Should Henry accept the gift card?

A. No. A store gift card worth \$20 may not be accepted.

B. Yes. A store gift card worth \$20 may be accepted.

**C. No. Even though Henry *may* accept a \$20 store gift card if his acceptance does not appear to violate the ethics rules, the note attached to the card makes it appear that the business is encouraging Henry to give it special treatment; which violates the ethics rules.**

*The gifts rules require employees to consider whether accepting a gift, even if an exception applies, could create the appearance that they are violating the ethics laws. You should consider these four factors (among others) prior to accepting an otherwise permissible gift: value, timing, identity (of donor), and access (the gift provides). An employee should never accept a gift that seems intended as an exchange for special treatment. Even if the gift card came without the special note, the Ethics Office would recommend that Henry think twice before accepting a gift simply for doing his job.*

**Q 2:** A customer comes in to drop off their mail and arrives with a big box of doughnuts he says is “for the office.” How should you respond?

- A. “That’s a very nice gesture, but this office does not accept gifts of any kind from our customers.”**
- B. “Thank you so much – you can just leave it on the counter.”
- C. “How thoughtful of you. I’ll go put it on the table in the employee break room.”
- D. “Wow, jelly doughnuts – my favorite!”

*When a supplier who does business, or wants to do business, with the Postal Service brings gifts to employees, it usually looks improper, regardless of whether an exception may permit acceptance. Other suppliers may see (or hear about) this supplier’s gifts, and think they have to do the same to curry favor with employees. Employees and offices with a policy of not accepting gifts from suppliers, businesses, and customers will never run afoul of the gifts from outside sources rules.*

**Q 3:** When Clerk Julia returns to the office from an ocean beach vacation, she brings an \$8 box of saltwater taffy for her boss, and one for the office’s new part-time clerk. May the boss and the new clerk accept their gifts?

- A. Yes, both may accept the taffy.
- B. The boss may accept, but the new clerk should say, “No, thank you.”
- C. The new clerk may accept, but the best response for the boss is, “No, thank you.”**
- D. Neither the boss nor the clerk should accept.

*It’s a good bet that the new clerk earns less than Julia, so he may accept the taffy from Julia regardless of its value. Although the taffy is under the \$10 limit for gifts given on an occasional basis (birthdays, holidays, after vacations, etc.), Julia’s boss must consider whether accepting Julia’s gift could lead to concerns about favoritism or lead other employees to believe they also should give the boss gifts. A better approach is for the boss to ask Julia to leave the taffy out in the breakroom for everyone to enjoy.*

**Q 4:** Supervisor Alice has just announced she has accepted a Postmaster position in an office clear across the country. She is moving at the end of the month. May Henry and Julia take up a collection from other employees to purchase local goodies and crafts to create a gift basket for Alice that will remind her of her current office?



- A. No, there should be no group gift collection because Alice is not retiring.
- B. Yes, they may take up a collection if all contributions are voluntary and of nominal amounts (\$10 or less).**
- C. They may take up a collection and, because Alice is leaving the District and Area, employees may donate any amount they wish.
- D. Employees may give individual gifts worth \$10 or less, but there should be no group collection.

*A supervisor's transfer and/or promotion that will terminate her reporting relationships with subordinate employees is considered a special, infrequent occasion of personal significance (other examples are retirement, birth or adoption of a child, marriage, etc.). Henry and Julia may take up a collection for voluntary, nominal employee contributions to purchase a group gift for Alice that is "appropriate to the occasion." A gift basket of items intended to remind Alice of her former co-workers and office is appropriate to the occasion. Only employees may make group gift contributions – contractors, suppliers, customers, and other outside sources may not.*

**Facilitator: Show slide 5-17, Ethics Videos: Conflicts of Interest and Impartiality and introduce the video.**

**Show video via link on PPT or via USPS-TV: Conflicts of Interest and Impartiality (Duration: 11:13).**

### Conflicting Financial Interests

#### *General Rule*

You may not act in your Postal Service capacity on anything that affects your financial interest or the financial interest of certain other individuals. If you do, you may be committing a federal crime.

Financial interests that are treated as if they are your own interests:

- Your spouse
- Your minor child
- Your future employer
- Your business partner
- A person for whom you are a trustee
- An organization you serve as an officer, director, or employee

### *Example of a conflict of interest*

It is a conflict of interest for you to work on anything that would affect your spouse's finances. Therefore, if your spouse submits a bid for a cleaning contract and you participate in selecting your spouse to do the work, you have violated a criminal law.

### *What do I do if I think I have a conflict of interest?*

If your job duties will involve or affect your finances (or those of your spouse, minor child, future employer, or business partner), call the Ethics Office prior to taking any action.

### Impartiality

#### *General Rule*

Unless you first get approval from the Ethics Office, you should not participate in anything that is likely to affect the financial interests of:

- A close relative.
- A household member (e.g. an adult child, a renter, a friend).
- A former employer (within the last year).
- A company or person that you have business with outside the USPS.
- The employer (or future employer) of your spouse, parent, or dependent child.
- An organization in which you actively participate.

### **Activity: Conflicts of Interest and Impartiality**

**Facilitator: Show slides 5-18 through 5-21, Ethics Q&A: Conflicts of Interest and Impartiality. Ask participants to answer each question and discuss responses.**

Q 1: As the postmaster, you have advertised locally for an office custodian. The only two applicants are the landlord of your friend's son's girlfriend, and the husband of a letter carrier in your office. Are you permitted to consider both of these applicants for the cleaning contract?

A. **No, you may not consider the carrier's husband because Postal Service policies do not permit contracting with the family member of a postal employee unless Supply Management approves a deviation.**

- B. No, you cannot consider either one because they both have connections to postal employees or their families.
- C. Yes, the office is really big so you may need two cleaners.

*The Postal Service's Supplying Principles and Practices (SP&Ps) does not permit contracting with postal employees or their family members. In this case, one of the applicants is your friend's husband (a family member), and the other is an employee's son's girlfriend's landlord (not a family member). If the landlord is qualified to perform the cleaning duties, you may decide to contract with him without violating the SP&Ps or worrying about partiality or conflict concerns. If your friend's husband had been the only applicant, you may have sought a deviation from Supply Management, following the process in Handbook AS-709.*

Q 2: Bins in the back of the Springfield Post Office are filled with a lot of old office paper and cardboard. You want to engage a company nearby to pick up and recycle the contents of the bins. Your 14-year-old daughter works after school for a local recycling company. Can you arrange for this company to do the Post Office's recycling?

- A. No, because the financial interests of your minor child are considered the same as your own – and your daughter has a financial interest in her after-school employer. Contracting in your postal capacity with this company would be a conflict of interest.**
- B. Yes, if you do not supervise the recycling company's performance under the contract.
- C. No, because the recycling company charges too much.
- D. Yes, if your daughter is not one of the recycling company employees assigned to the Post Office's recycling work.

*You risk violating the criminal conflict of interest law if you give this postal business to a company in which you, your spouse, minor child, or certain others, have a financial interest. It would probably be best for you to turn over responsibility for contracting with and supervising a recycling company for the office, but the Ethics Office can help you identify all the appropriate options.*

Q 3: Your sister does the bookkeeping for a small company that sends out packages from the Springfield Post Office. After having ethics training, you are concerned that maybe you should not be the window clerk who handles the company's incoming packages. Due to your sister working there, should someone else serve this business customer?

- A. **No. It is unlikely that a reasonable person who knows that your sister works for the company will think you are giving the company special treatment at the counter.**
- B. Yes, but only if you typically let the person who brings the packages to the Post Office cut in line in front of other customers (that is providing special treatment and being “partial”).
- C. Both A and B.

*Unless you have demonstrated that you cannot be impartial when your sister’s employer comes in to mail packages, it seems unlikely that a reasonable person would think you would treat this particular customer any better than any other because of your sister. You have an obligation to treat all customers well, and impartially.*

Q 4: You just started working part-time for your neighbor’s barbeque catering business. During the planning meeting for the unveiling of the new “American Barbeque” stamp locally, you say you know a barbeque caterer that can cater the event and give the Postal Service a discount. Is this okay?

- A. Yes, it’s okay if you make sure the Postal Service gets a discount on food.
- B. **No, you have a financial interest in this caterer, so you must not be involved in arranging for it to get Postal Service business.**
- C. Yes, because the neighbor’s barbeque catering business is by far the best caterer in the area.

*You have a personal financial interest in your outside employer, the barbeque caterer. As a result, you will create a serious problem for yourself if you become involved in selecting you outside employer to provide these services under contract to the Postal Service. If another postal employee is placed in charge of arranging for a caterer for this event, he or she may certainly consider your employer, and even engage your employer to provide the food. You are not an owner of the barbeque business, so there is no problem under the SP&Ps or ethics regulations if the caterer is selected by a postal official who does not have any personal or outside business connection with it. However, you should not recommend the barbeque business to those planning the Stamp event, nor should you notify the barbeque business that the Postal Service is looking for a caterer unless that information has already been made public (through advertising, for example).*

## Outside Activities

**Facilitator:** Show slide 5-22, Ethics Videos: Outside Activities click the link on PPT or via USPS-TV: Outside Activities (Duration: 12:51) and **introduce the video.**

### General Rule

Any outside activities, whether paid or unpaid, must not interfere with your USPS work hours or job duties.

### Prohibited Outside Activities

You may NOT work:

- For a company that manufactures uniforms or other products required by USPS employees or customers.
- For a company that has a contract with the USPS to transport mail to or from your work location, or a facility within your delivery area.
- As a consultant on Postal Service operations, programs, or procedures.
- For a company that delivers mailable matter (except newspapers) outside the U.S. mail or for a Commercial Mail Receiving Agency (e.g., FedEx, UPS, Mail Boxes Etc.).

### Prior Approval for Outside Activities

Before taking on a second job, contact the Ethics Office if you will be working for a company:

- That you have official dealings with as a USPS employee.
- That depends on or is affected by Postal Service rates, fees, or classifications.
- That provides goods or services to the USPS.

## Activity: Outside Activities



**Facilitator:** Show slides 5-23 through 5-26, Ethics Q&A: Outside Interests. Ask participants to answer each question and discuss responses.

Q 1: After Julia learns from her ethics advisor that postal regulations prohibit her from accepting part-time seasonal employment with Federal Express (FedEx), she looks at other opportunities. She sees that Amazon is looking for part-time help in its warehouses during the holiday season. She would not be delivering packages for Amazon, as she would have for FedEx, so this job must be okay, if it does not interfere with her work hours or her ability to do her postal job, right?

- A. Yes, correct. This is a warehouse job, and Amazon is an online retail company, not a delivery company.
- B. No. Although Amazon is an online retail company, it is also a delivery company that delivers mailable matter (in this case, packages) outside the U.S. mails. Julia would violate postal regulations on outside employment and business activities if she took an Amazon job.**
- C. Yes, correct, because everyone knows Amazon does a lot of business with the Postal Service.

*The Supplemental Standards of Ethical Conduct for Employees of the United States Postal Service (Supplemental Standards) prohibit employees from being employed by any company engaged in “the delivery outside the [U.S.] mails any mailable matter,” except daily newspapers. Companies whose business includes delivering packages and items that could otherwise be sent using the U.S. mail include FedEx, UPS, DHL, and Amazon – among possible others. A postal employee may not work in any job for such companies, even in a job that does not involve delivery activities (for example, loading trucks, warehouse inventory, IT, maintenance, etc.), or is seasonal.*

Q 2: Alice, who is retiring soon, receives an unexpected call from the owner of a company that Alice worked with many years ago when she was a supervisor in another Post Office. The owner heard through the grapevine that Alice will be retiring, and he says he has a part-time position open that would be perfect for her after she retires. Does Alice need to wait until after she retires to talk more with the owner about the potential job?

- A. Yes, because she had worked with the owner and his company in an earlier position.
- B. Yes, because this company does business with the Postal Service.
- C. No, because Alice has not worked with this company or its owner in her postal capacity since she started working at the Springfield Post Office several years ago.**



*If Alice's current responsibilities involved or affected this company and its owner, she would need to tell the owner "No, thank you – I'm not interested" and contact the Ethics Office for specific guidance. But because Alice has had no official postal responsibilities involving the owner and company since she transferred to the Springfield office a few years ago, there are no impartiality or conflict of interest concerns. Alice may talk with the owner about the potential job, and even start working at it before she leaves the Postal Service, if it will not interfere with her postal hours and duties. She must also be absolutely certain not to work on any postal matters involving the company before she retires.*

**Q 3:** Bradley, a former employee who retired from the Springfield Post Office last year has just opened an "Addresses R Us" store in town. The store is a Commercial Mail Receiving Agency (CMRA), offering customers the ability to have their mail delivered to, and available for pickup at, the store. Bradley has asked some of his former co-workers, including Julia, if they are interested in working part-time at his store. Julia is interested. Is this a job she can accept?

- A. Yes, because Bradley is a retired postal employee.
- B. No. Postal employees may not work for anyone who operates a CMRA.
- C. Yes, but only if she first quits her postal job or retires.

**D. B and C.**

*The Supplemental Standards do not allow current postal employees to work for any person or company that operates a Commercial Mail Receiving Agency (CMRA), such as Addresses R Us, Kinko's/FedEx, The UPS Store, Pack'n'Mail, etc. However, once an employee leaves Postal Service employment, the Supplemental Standards no longer apply, and she is free to work at any of these CMRAs.*

**Q 4:** Chris, another current employee of the Springfield Post Office is planning to retire next year and has already started setting up a graphics business that he expects to expand once he retires. To help get the new business off the ground, Chris brings some flyers to work that feature some of the t-shirt designs he's created. In the break room, he sets out the flyers and order forms for his co-workers, who will get a good price on the t-shirts. Has Chris done anything wrong?

- A. Yes. All postal employees are prohibited from engaging in sales activities, including soliciting for business and receiving orders, for themselves or any other person, while on duty, in uniform, or at any postal facility.

- B. No. It's smart for Chris to start his personal business while he's still a postal employee and has access to lots of potential "customers" (his co-workers).
- C. Yes. Chris shouldn't bring the flyers into the Post Office until after he retires.

*The Supplemental Standards strictly prohibit an employee from conducting sales activities in the postal workplace. Chris may mean well, but he has violated the Supplemental Standards by bringing the marketing flyers and order forms into the Post Office. It does not matter if the business Chris is selling for is his own, or someone else's – he may not conduct sales or take orders in a postal facility, at any time, even if he is not "on the clock." Even after Chris retires, he will not be able to bring his business flyers and order forms to the Post Office to build his graphics business, because different postal regulations – the Conduct on Postal Property rules – prohibit solicitation for commercial purposes, and the distribution of commercial advertising, on postal property (these prohibitions affect everyone, not just postal employees).*

**Facilitator: Show slide 5-27, Ethics Videos: Fundraising and Misuse of Position. Show video via link on PPT or via USPS-TV: Fundraising and Misuse of Position (Duration: 13:20). Introduce the Fundraising and Misuse of Position video.**

## Fundraising

Fundraising is the collection of money or the sale of items to raise money for a nonprofit organization. The Combined Federal Campaign (CFC) is the only authorized fundraising in the USPS workplace.

## Misuse of Position

### General Rule

It is a misuse of your position to:

- Use your public office for private gain.
- Use government property or official time for non-government business.
- Endorse private products, services, individuals, or companies.
- Use nonpublic information for other than official Postal Service business.

### Examples of Misuse of Position

- Using Postal Service time or equipment to sell products at work or to conduct a real estate business on the clock.
- Printing 75 flyers for a local Little League team on the office copier.
- Using the government car to run a personal errand.
- Borrowing money from your cash drawer.

### **Activity: Fundraising and Misuse of Position**



**Facilitator: Show slides 5-28 through 5-31, Ethics Q&A: Fundraising and Misuse of Position.**

**Ask selected to answer each question and discuss responses.**

Q 1: As you saw in the video, Susan, the Postmaster's assistant, now knows that federal ethics regulations and postal policies do not permit the use of postal time or equipment in connection with outside business activities. Now, she has a question about her realty office's collection of school supplies (and money to buy them) to benefit a local kindergarten class. Since it does not involve postal time or activities for Susan to put up a notice on the employee bulletin board and put a box out for donations, is it okay for her to do?

- A. Yes, because Susan is right that putting up the notice and setting out the box do not involve the use of postal time or equipment.
- B. No, because this type of collection qualifies as fundraising, and fundraising is prohibited in the postal workplace and on postal property, except for the Combined Federal Campaign.**
- C. No, because the Realty Office is in another city, and not a customer of the Springfield Post Office.

*The proposed collection is for school supplies and money to benefit a local kindergarten class. Except for the Combined Federal Campaign (CFC), collections of monetary donations are never permitted on postal property because of Fundraising and Conduct on Postal Property regulations. Collections of non-monetary items to benefit a charitable or community group may only be permitted if they meet eligibility requirements and are approved by the Area Vice President under the Community Service & Activities Policy (CSAP) in Section 333.7 of the Administrative Support Manual (ASM). Non-monetary items can be collected, if approved through CSAP, only from employees, and only in non-public (employee-only) areas of a postal facility.*

Q 2: Supervisor Alice had to quickly get to another post office to pick up supplies for the Springfield PO. Because there was no postal vehicle available for her to use, Alice used her personal vehicle. After she got on the road, Alice realized that her tank was almost on empty. She stopped at the nearest gas station and used a postal fuel card to put in just enough gas to allow her to pick up the supplies and get back to the office. Was it okay for Alice to have used the postal fuel card?

- A. Yes, because she was conducting postal business with her personal vehicle.
- B. Yes, because she was under pressure to do this errand fast in order to get back to the office.
- C. No, because under no circumstances should a postal fuel card (or any other postal credit card) be used to pay for gas for an employee's personal vehicle.**

*Using a postal fuel card or any other postal credit or purchase card for anything other than an authorized purpose is a violation of the misuse of government property section of the ethics rules. Although Alice's quick trip in her personal vehicle was related to postal business, it is always a misuse of government property to use a postal credit card to put gas in a personal vehicle. Alice should have used a personal credit card to get gas for her car, asked someone else (whose car had sufficient fuel) to make the trip for her, or gotten authorization to use a postal vehicle.*

Q 3: Two letter carriers in the Springfield Office are co-leaders of their children's scout troop. It is almost time for the annual scout candy sale. The carriers put several order forms in the employee locker room and let everyone know that the troop is selling candy outside the local shopping mall over the weekend. Did these actions create any problems?

- A. No, because the candy is very popular and well-priced, and the fundraising is for a good cause.

- B. No, because they have sold this candy in the workplace for at least the past 5 or 6 years.
- C. **Yes, their actions created problems. This candy sale is fundraising, so order forms must not be brought to the workplace. The carriers may not publicize this or any other troop fundraising activity in the workplace. If asked by a co-worker when the annual sale is taking place, the carriers may answer, but publicizing the sale, taking orders, and selling the candy in the workplace is prohibited.**

*The only fundraising activities that may take place on postal property are the annual CFC activities. The carriers may not sell their children's scout candy, solicit donations related to their participation in a local charity walk or race, or publicize their church's chili dinner to raise funds for missionary work. Fundraising that is not official CFC fundraising is not permitted in the postal workplace – period.*

Q 4: Each October, the Springfield P.O. is decorated in pink for Breast Cancer Awareness (BCA) month to promote the sale of Breast Cancer Research stamps. This coming October, Postmaster John would like to put out pink cookies on a lobby table and ask customers for a 50-cent donation per cookie, then give the proceeds to a local cancer prevention organization. He uses his postal email to send requests to local bakeries asking for donations of cookies. Any issues raised by his plans?

- A. No, because postmasters should be looking for creative ways to get customers into the office to purchase stamps.
- B. **John has misused his position as postmaster (and violated the gifts from outside sources rule) by asking non-postal sources for donations of cookies (“gifts”). And if he charges for the cookies for the benefit of a charitable organization, he will also violate the fundraising rules.**

*An employee may not use his or her postal position for private gain – his own, or another's. In this case, John misused his position as Postmaster to solicit local businesses to donate cookies for his own gain as PM, and the gain of the charitable organization that would be the recipient of the proceeds from the cookie sales. His plan to raise funds by selling the cookies for the charity's benefit would violate the fundraising rules. If John would like to have pink cookies for customers during BCA month and comply with the ethics rules, he either needs to purchase the cookies or accept voluntary donations of cookies from his employees (no one may be forced to contribute cookies), and the cookies must be given for free to customers who visit the PO lobby. [Note: John also violated the gifts from outside sources rule, which prohibits an employee from soliciting for a gift (his message to businesses was a solicitation for the gift of free cookies).*

## The Hatch Act

**Facilitator: Show slide 5-32, Ethics Videos: The Hatch Act. Show video via link on PPT or via USPS-TV: The Hatch Act (Duration: 11:00). Introduce the Hatch Act video.**

Generally, a postal employee may participate in political activities if he does not run as a candidate for office in a partisan election, or use his official title, authority, or the fact that he is a postal employee in furtherance of any campaign in a partisan race. An employee may even manage a partisan political campaign if he does not solicit or receive political contributions. The prohibition against soliciting or receiving political contributions does not prevent an employee from organizing a fundraising event, if he does not personally solicit, accept or receive political contributions in connection with that fundraising. Or, the employee may supply names for the invitation list and introduce the speaker at a fundraising event. Additionally, the employee may go so far as to serve as the treasurer of a partisan campaign, if he does not personally solicit or accept political contributions.

## **Activity: Hatch Act**

**Facilitator: Show slides 5-33 through 5-37, Ethics Q&A: The Hatch Act. Ask participants to answer each question and discuss responses.**

Q 1: When Postmaster John arrives at work, he notices that two of the clerks are wearing Smith for U.S. Senate buttons on their uniform shirts. Smith is a Green Party candidate in the Senate race. Does the Hatch Act permit employees to wear the Smith buttons?

A. Yes, because Smith is not a Democrat or Republican.

**B. No, because wearing a pin (or hat, or t-shirt, etc.) advocating for any candidate in a partisan election is a violation.**

C. Yes, because the clerks are leaving the office to attend ethics training.

*Wearing or displaying an item bearing the name or image of a candidate, political party, or political group while on duty, in uniform, on postal or federal property, or in a government vehicle, qualifies as “political activity.” The clerks may not wear these buttons anywhere on postal property (Lobby, breakroom, workroom floor, etc.), while in their uniforms, or at the ethics training session because they are attending it while on duty.*



Q 2: An employee in John's office is concerned that other employees were discussing the Senate race in the break room this morning. Even though their discussion was friendly, have they violated the Hatch Act?

- A. Yes, because political discussions in the workplace are never permitted.
- B. Yes, because the candidates in the Senate race are all affiliated with political parties.
- C. Probably not, if the employees were only expressing opinions between themselves, and their discussion did not disrupt the workplace.**

*Sharing opinions is fine, but political discussions in the workplace can stir up a lot of emotion and disrupt the workplace. Employees may not engage in political activity – which is defined as activity directed at the success or failure of a political party, candidate for partisan political office, or partisan political group – while on duty, in any postal or federal room or building, while wearing a uniform or official insignia, or using any federally owned or leased vehicle. Employees who choose to keep their political opinions outside the workplace are unlikely to disrupt it!*

Q 3: A letter carrier asks John if it is okay for her to stop by a Smith for Senate rally during her 30-minute lunch break. It is only a block away from her assigned delivery route. How should John respond?

- A. No, it's not okay, because you are in uniform, and you may not engage in partisan political activity while in uniform.**
- B. Yes, if you only take a 15-minute lunch break and stand in the back of the crowd.
- C. I'm not sure – let's call the Ethics Office to find out.

*By attending a partisan political rally while in uniform, the carrier would violate the Hatch Act even though she is not on the clock. If she wanted to attend the rally during her lunch break, she could do so **only** if she changed out of her uniform and did not use the assigned postal vehicle to transport herself to the rally. Her mere attendance at the rally while she is in uniform-- even if she only stands quietly – constitutes impermissible participation in political activity.*

Q 4: A supervisor in John's office has been asked by the town's mayor to complete the term of a Town Council member who has moved. Another employee in John's office has been asked to run for a Town School Board seat. Can either of the employees say yes to these requests?

- A. No, because these are political activities and employees cannot participate in them.

- B. Yes, both may say yes. The carrier may accept an appointment to fill a vacant seat, even if the last election to fill the seat was partisan – but the Hatch Act will not permit him to be a candidate for the seat in the next partisan election. The other employee may run for School Board because it is a nonpartisan election, in which no candidate is affiliated with a political party.**

*An employee may be appointed to partisan political office because the Hatch Act prohibits him from being a candidate in a partisan election, not from holding the office. Also, if an election is nonpartisan (meaning, none of the candidates are representing a political party that fielded a candidate in the last presidential election), an employee may be a candidate. Most school board elections are non-partisan (but always check!).*

Q 5: Before she was hired by the Postal Service, a new employee in John's office won a partisan election for Town Treasurer, a part-time position. After hearing about the Hatch Act in orientation, she is worried that she must give up her elected position. Is that correct?

- A. No. She may continue to serve as Town Treasurer until the next election, but is not be able to run as a candidate for re-election in a partisan race.**
- B. Yes, she should resign from her elected position because she won it in a partisan race.
- C. No, but she should resign if her duties as Town Treasurer interferes with her postal work hours and duties and interferes with her ability to perform her postal job.
- D. Both A and C.

*A new employee may serve out her term in a position to which she was elected prior to her postal employment, if it does not conflict with her postal job. However, they cannot run for re-election in a partisan race.*

### Employee Collusion

**Facilitator: Show slide 5-38 Employee Collusion – Ghost Town Video. Show video via link on PPT or via USPS-TV: Ghost Town (Duration: 03:00). Introduce the Ghost Town video.**

**Once the video is complete, review/debrief the video. If there are no questions, facilitate a brief discussion.**

Ghost Town, the employee collusion video, speaks directly to the issue of employee involvement in criminal activity. It informs the employee that such activity may seem harmless, or a way to solve money problems but it is not. It further explains to the employee there are serious repercussions for these types of activities. If an employee is approached by someone encouraging these types of activities, the employee should immediately contact their supervisor and the Postal Inspection Service. It is the job of the Postal Inspection Service to protect the employee and by alerting Inspectors, employees are all helping to protect all employees.

## **Ethics Documents**

**Facilitator: Show slide 5-39, Ethics Videos: Wrap-Up. Show video via link on PPT or via USPS-TV: Ethics Wrap-Up (Duration: 01:30).**

**Refer participants to the Ethics job aids in the Employee Reference Guide pages 9-14.**

**Each job aid provides additional details on the information discussed in this module. Allow participants five minutes to look through the job aids.**

## **Summary**

**Facilitator: Show slide 5-40, Summary. Review and briefly discuss the topics presented within the module.**

The Postal Service has zero tolerance policies regarding sexual harassment, workplace violence, and workplace harassment that apply to all employees of the Postal Service.

Employees may not accept gifts from prohibited sources or gifts offered due to their Postal Service position. Employees may not give a gift or contribute toward a gift for a supervisor or a higher paid employee.

You may not act in your Postal Service capacity on anything that affects your financial interest or the financial interest of certain other individuals.

## **For Further Information**

**Facilitator: Show slide 5-41, For Further Information. Refer participants to the Additional Resources job aid within the Employee Reference Guide and the listed resources.**

**Address all questions that participants may have relating to the resources.**

- Poster 7, Rules and Regulations Governing Conduct on Postal Service Property
- Poster 158, Possession of Firearms and Other Dangerous Weapons on Postal Service Property is Prohibited by Law
- Ethics Helpline: (202) 268-6346
- Ethics Email: Ethics Help (internal) or [ethics.help@usps.gov](mailto:ethics.help@usps.gov)



# Module 6: Employee Resources

## Objectives:

Upon completion of this module, you will be able to:

- Identify EAP services and ways to access EAP resources.
- Locate and utilize information about HERO.
- Access and log in to Lite Blue and PostalEASE.
- Locate online resources.

## Time Allocated for Module:

- 60 minutes

## Instructional Methods:

- Lecture
- Interactive Discussion
- Instructor Demonstration
- eLearning
- Additional Presenters (optional)

## Participant Material Used:

- Employee Reference Guide
  - Accessing LiteBlue and PostalEASE
  - Managing Your Compensation
  - Managing Your Health Benefits
  - Resetting Your USPS Self-Service Password
  - Additional Resources

## Media Required:

- Computer/LCD projector
- Orientation Media DVD





## ***Introduction***

**Facilitator:** Prior to presenting this module, invite an EAP representative to address the class.

**Facilitator:** Show slide 6-1, Module 6: Employee Resources.

**Facilitator:** Show slide 6-2, Objectives. Review and discuss the objectives and topics covered in this module.

## ***Employee Assistance Program (EAP)***

**Facilitator:** Show slide 6-3, Employee Assistance Program (EAP). Introduce the course. Once the eLearning is complete, review/debrief the eLearning course. Allow participants to ask questions. If there are no questions, facilitate a brief discussion



**Facilitator:** Show eLearning course Employee Assistance Program (EAP): USPS Employees.

A link to the eLearning is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD.

**If an EAP speaker addresses the class, you do not need to show the eLearning course. Introduce the EAP course.**

The Postal Service EAP is a free, voluntary, and confidential program that offers assessment, referral, short-term counseling, and work/life consultation to Postal Service employees and their families. This classroom formatted eLearning course will explain the benefits and availability of the Employee Assistance Program (EAP), who is eligible for the program, and ways to access this valuable resource.

## ***Learning and Development***

**Facilitator: Show slide 6-4, HERO. Discuss the HERO platform and the benefits of HERO.**

**Refer participants to Job Aid 6.1, HERO Reference Materials in the Employee Reference Guide pages 15-18.**

**Employees are notified of required training by their supervisors along with instructions to complete the training.**

HERO is the Postal Service's platform for everything related to your learning and development. In HERO, you can create your own professional HEROProfile which is shared with the entire organization, request conversations with your manager, choose from over 3,000 free self-development courses, and more.

## ***LiteBlue and PostalEASE***

**Facilitator: Show slide 6-5, LiteBlue and PostalEASE. USPS LiteBlue is the employee portal used to access HERO and various employment and compensation information.**

**Refer participants to Job Aid 6.2, *Accessing LiteBlue and PostalEASE* in the Employee Reference Guide pages 19-20.**

*LiteBlue* is a secure Postal Service employee self-service website where you can access information about the USPS, as well as manage personal information, such as your address and phone number, Postal Service records, and payroll options. LiteBlue is also where you can access HERO, located on the right-hand side of the LiteBlue home page.

To access *LiteBlue*, use your 8-digit Employee Identification Number (EIN), as well as your USPS Self-Service Password. If you do not know your Self-Service Password, or feel its security has been compromised, you can manage your Self-Service Password at [www.ssp.usps.gov](http://www.ssp.usps.gov).

In *LiteBlue*, employees have access to ePayroll where you can view and print detailed earning statements for the current and prior pay periods. In addition, since you can print an ePayroll earning statement whenever you want, ePayroll also offers you the choice to turn off the printing and mailing of your hardcopy earnings statement with the option to reactivate at your convenience.

From *LiteBlue* you also have access to *PostalEASE*, where you can make payroll and benefit selections, including making changes to your Federal W4 and State Tax information. One of the first applications many employees access in *PostalEASE* is to establish allotments and net to bank direct deposits.

## Accessing and Navigating LiteBlue and PostalEASE

**Facilitator: Show slide 6-6, Accessing LiteBlue.**

**Using steps below, log into your LiteBlue account and demonstrate how to access and navigate LiteBlue. Use the PPT slides as backup if you are unable to log into your account.**

**Encourage participants to watch the demonstration and follow along with the steps outlined in the job aid.**

**Before continuing, highlight where HERO is located on the right-hand side of the LiteBlue home page, encourage them to complete their HEROProfile.**


**Call attention to some of the additional resources found on the LiteBlue homepage (e.g., District Sites, Area Updates, Employee Deals). Links to key resources can be found in the online resources job aid discussed later in this module.**

### Job Aid 6.2: Accessing LiteBlue and PostalEASE

ACCESSING LITEBLUE	
<b>Step 1:</b>	<p>From the Internet, enter "<i>liteblue.usps.gov</i>" in the URL.</p> 

**Step 2:**

From the LiteBlue Welcome page:

- A** Enter your 8-digit *Employee ID*.
- B** Enter your USPS Self-Service Password.
- C** Then, click on the  button.

**Welcome to LiteBlue**

The next generation in employee communications

LiteBlue is here to help you to communicate faster and stay connected. It's packed with the information you want about career development, revenue and service performance, products, recognition — you name it. You also have secure access to PostalEASE through LiteBlue to check, and during open season, change your benefits selections.

Check back often, because LiteBlue will continue to evolve — to transform — and deliver results that serve you better. It's the postal way!

Reminder, as of April 28, 2014, use your SSP Password for Self Service Web applications; use your USPS Personal Identification Number (PIN) for Self Service IVRs (Interactive Voice Response Systems).

**Here's how you log on:**

You'll need your Employee ID and USPS Self Service Password to log on to LiteBlue.

- Your Employee ID is easy to find — just look at the top of your earnings statement. It's the 8-digit number printed just above the words "Employee ID."
- Your USPS Self Service Password is the new security standard as of April 28, 2014 that is used to access a variety of USPS self-service applications including LiteBlue. If you have not set up your password in the Self Service Profile (SSP) application or you have forgotten your Self Service Password [click here](#).

**A**  Employee ID:

**B**  USPS Password:



[Forget Your Password?](#)  
[Frequently asked questions](#)

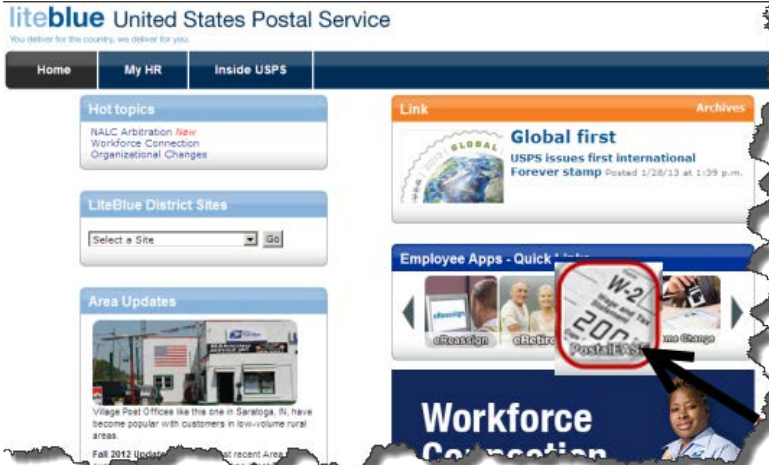
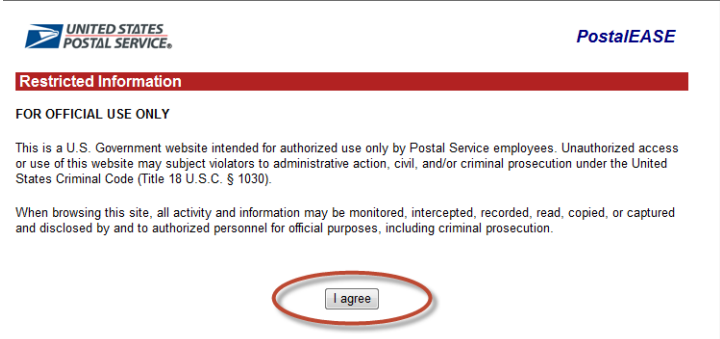
 Is this Site Secure?

FOR EMPLOYEE USE ONLY

**Facilitator: Show slide 6-7, Accessing PostalEASE. Demonstrate how to access PostalEASE. Use the PPT slides as backup if you are unable to log into your account.**

**Encourage participants to watch the demonstration and follow along with the steps outlined in the job aid.**

## Job Aid 6.2: Accessing LiteBlue and PostalEASE (Continued)


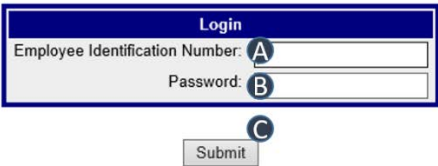
ACCESSING POSTALEASE	
Step 1:	<p>From the LiteBlue home page, click on <b>PostalEASE</b> as it appears in the Employee Apps – Quick links carousel.</p> 
Step 2:	<p>Next, review the user agreement for PostalEASE and select <input type="button" value="I agree"/> to continue.</p> 

**Facilitator: Show slide 6-8, Accessing PostalEASE. Continue PostalEASE demonstration. Use the PPT slides as backup if you are unable to log into your account.**

**Encourage participants to watch the demonstration and follow along with the steps outlined in the job aid.**

**Remain logged into PostalEASE for the next activity, Managing Your Compensation and Benefits.**

## Job Aid 6.2: Accessing LiteBlue and PostalEASE (Continued)

<b>Step 3:</b>	<p>You will land on the PostalEASE Welcome page.</p> <p><b>From the PostalEASE Welcome page,</b></p> <ul style="list-style-type: none"><li><b>A</b> Enter your 8-digit <i>Employee ID</i>.</li><li><b>B</b> Enter your USPS Password.</li><li><b>C</b> Then, click on the  button.</li></ul> <p style="text-align: center;"><b>Welcome to the PostalEASE Employee Web</b></p> <p style="text-align: center;">You may view or make changes to your benefits or payroll deductions. You will need your Employee Identification Number and your password to access this system.</p> <p style="text-align: center;">Your USPS Self Service Password is the new security standard as of April, 28 2014. It is used to access a variety of USPS self-service applications including PostalEASE. If you have not set up your password in the Self Service Profile (SSP) application or would just like to access the SSP application, <a href="#">click here</a>.</p> <p style="text-align: center;">If you forgot your password, <a href="#">click here</a>.</p> <div style="text-align: center;"></div> <p style="text-align: center; color: red;">USPS Restricted Information</p> <p>You will land on the PostalEASE Main Menu.</p>
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**Facilitator: Show slide 6-9, Managing Your Compensation and Benefits. Introduce the topic.**

From *PostalEASE*, you may establish allotments and net to bank direct deposits as well as, set up your USPSHB and FEHB plans (within 60 days of eligibility). Changes to health benefits plans can be made during open season and/or when updates to your dependents' information are required.

### Managing Your Compensation

**Facilitator: Compensation is managed in PostalEASE which allows you to make payroll selections.**

**Highlight the Allotment/Payroll Net to Bank link found on the PostalEASE homepage.**

**Refer participants to Job Aid 6.3: Managing Your Compensation in the Employee Reference Guide pages 21-23.**

**Encourage participants to reference the job aid to make payroll selections.**



## Managing Your Health Benefits Plans

**Facilitator: PostalEASE may also be used to manage USPSHB or FEHB health benefits plans. Employees use PostalEASE to enroll in a plan as a new eligible employee (within 60 days of eligibility), make a change to their current enrollment during Health Benefits open season, and/or update dependent information.**

**Highlight the USPS Non-Career Employee Health Benefits Plan and Federal Employee Health Benefits Plan links found on the PostalEASE main menu.**

**Refer participants to Job Aid 6.4: Managing Your Health Benefits in the Employee Reference Guide page 24.**

**Encourage participants to reference the job aid to make health benefits selections upon eligibility.**

## **Reset Your USPS Self-Service Password**

**Facilitator: Show slide 6-10, Reset USPS Self-Service Password. Review information on resetting your password.**

**Refer participants to Job Aid 6.5: Reset USPS Self-Service Password in the Employee Reference Guide page 25.**

If you have lost or forgotten your password, you can request a new one by using the *Forgot Your Password?* link on the LiteBlue or PostalEASE login pages. This launches the USPS Self-Service Profile EIN Verification page from which you are guided through the SSP Application - Password Reset process.

If this is your first visit, you are guided through the SSPR registration process. Once the registration process is completed, you will be instructed to exit the application. A USPS password letter are automatically generated and mailed to your address of record confirming the registration process has taken place. At this point, you are able to use the SSPR application to reset or change your USPS self-service password using the *Forgot Your Password?* link on LiteBlue or PostalEASE.

## **USPS.com**

**Facilitator: Using the steps below, access [usps.com](https://usps.com) and [about.usps.com](https://about.usps.com).**

- 1. Enter URL: [usps.com](https://usps.com).**
- 2. Scroll to the bottom of the page and click About USPS Home.**

## **About USPS**

**Facilitator: Show slide 6-11, About USPS.com. Review information on About USPS.com. Highlight each section on the About USPS page.**

About.usps.com can be launched from the USPS home page and contains a variety of useful information available to both employees and customers. Employees can specifically use this site to access:

- Latest Business Initiatives
- National and Local News
- New Opportunities for Employment
- Forms and Publications

## **USPS Acronyms and Definitions**

A complete glossary of Postal Service terms, definitions and acronyms can be found from the About USPS homepage. You may find these documents useful in helping you acclimate to Postal Service language.

**Facilitator: Using the steps below, continue navigating on About USPS to access Pub 32, *Glossary of Postal Terms*.**

- 1. Click Resources**
- 2. Select Publications from the Resources drop-down**
- 3. Select Publications from the Type drop-down**
- 4. Click Pub 32 – Glossary of Postal Terms**

**Highlight and open the links for Postal Terms and List of Acronyms/Abbreviations. Links to each document are also included in the Additional Resources job aid.**

**Participants receive a printed copy of the Pub 32, *Glossary of Postal Terms*, upon arrival at the work unit, and they may also request printed versions of function-specific acronyms for customer service or mail processing from the facilitator.**

## ***Additional Resources***

**Facilitator: Refer participants to Job Aid, Additional Resources in the Employee Reference Guide on pages 67-68.**

**The job aid includes a full list of resources discussed in each module, as well as additional resources that may be available to employees if needed in the future. Encourage participants to keep this job aid handy for easy reference as they prepare for their careers and familiarize themselves with the Postal Service.**

**Call attention to the recently discussed Pub 32 links.**

## ***Summary***

**Facilitator: Show slide 6-12, Summary. Review and briefly discuss the topics presented within the module.**

- The Employee Assistance Program (EAP) is designed to help you identify and resolve personal, family, and workplace concerns.
- HERO is our platform for everything related to your learning and development. In HERO, you can create your own professional HEROProfile which is shared with the entire organization, request conversations with your manager, choose from over 3,000 free Self-Development courses, and more.
- LiteBlue is used to access employee and compensation information; PostalEASE is used to manage compensation.
- In the case that your USPS self-service password is lost or forgotten, you can request a new one by using LiteBlue or PostalEASE.

## **For Further Information**

**Facilitator: Show slide 6-13, For Further Information. Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below.**

**Address all questions that participants may have relating to the resources.**

- Publication 519 – Employee Assistance Program (EAP) Information and Services
- 1-800-EAP-4-YOU (1-800-327-4968) TTY 1-877-492-7341
- <https://usps.ndbh.com/EAP>
- 1-877-477-3273 (HRSSC)
- [http://about.usps.com/publications/pub32/pub32\\_terms.htm](http://about.usps.com/publications/pub32/pub32_terms.htm)
- [http://about.usps.com/publications/pub32/pub32\\_acn.htm](http://about.usps.com/publications/pub32/pub32_acn.htm)

# Module 7: The Road to Success

## Objectives:

Upon completion of this module, you will be able to:

- Recognize how money flows into the organization and is expended through costs (salary, benefits, transportation, etc.) and capital investments.
- Recognize how each position impacts mailflow and revenue.
- Discover how your day-to-day actions and decisions have a financial impact on the organization.

## Time Allocated for Module:

- 2 hours

## Instructional Methods:

- Interactive Discussion
- Group exercise
- Handout
- Additional Presenters (Optional)

## Participant Material Used:

- The Road to Success Discovery Map®
- A set of Map Cards (numbered 1 to 15)
- A set of “What Would You Do?” cards (numbered 1 to 8)
- Two sets of Team Worksheets (numbered 1 to 3)
- Individual Commitment to Success Cards with Road to Success Discovery Map on reverse side (each employee receives one card)

## Media Required:

- Computer/LCD projector
- Rip Chart (optional)



## ***Introduction***

**Facilitator: Show slide 7-1, Module 7: The Road to Success.**

**Facilitator: Show slide 7-2, Objectives. Review and discuss the objectives and topics covered in this module.**

**This module must be taught in its entirety. You need five complete sets of the Discovery Map: Road to Success available. This includes one Commitment Card per participant. Participants must be allowed to keep the Commitment Cards.**

**To order materials, complete an eBuy+. Please wait approximately seven days from the date the order is approved to receive the materials.**

**The following are NSN numbers for the map materials.**

**RTS Discovery Map Kit NSN: 7610160008741**

**RTS Discovery Map NSN: 7610160008742**

**RTS Commitment Cards NSN: 7610160008749**

**RTS Worksheet NSN: 7610160008744**

**RTS Map Cards NSN: 7610160008743**

**RTS Strategy Cards NSN: 7610160008746**

**RTS Brand Essence Cards NSN: 7610160008747**

**RTS Revenue and Volume Handouts NSNS:  
7610160008745**

**RTS How Would You Respond Cards NSN:  
7610160008748**



**Facilitator: Show slide 7-3, Informed Delivery. Introduce the course. Informed Delivery is a free feature that provides you and consumers the ability to see a digital preview of mail and manage packages from a phone, tablet, computer or mobile application.**



**Facilitator: Show eLearning course Introduction to Informed Delivery 101.**

**A link to the eLearning is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD or access the course through HERO.**

**Facilitator: Once the eLearning is complete, review/debrief the eLearning course. Allow participants to ask questions using chat. If there are no questions, facilitate a brief discussion.**

**Facilitator: Show slide 7-4, Road to Success Discovery Map®. Introduce the Road to Success Discovery Map® activity.**

**Refer to the Road to Success Discovery Map Leader Guide to facilitate the activity. You can download a copy on the Training Materials Download site.**

The Road to Success Discovery Map® is an interactive table-top activity which provides employees with an opportunity to learn about the organization. Employees embark on a journey of self-discovery as they identify the various channels through which revenue is generated, the ways in which costs are expended, and the challenges facing the organization in a constantly changing business environment.

- The “First Mile” represents the products and services provided by USPS. USPS has more outlets than any other competitor.
- Challenges are things that affect the Postal Service’s ability to provide quality customer service and are always considered prior to making any changes with strategic initiatives and goals.
- Buildings represent the costs associated with the Postal Service. The size of the building is representative of the highest business cost.

- Compensation and Benefits is the largest building, then Air and Surface transportation, followed by Retirement and Health Benefits, Real Estate, Equipment, and Administration.
- Guardrails on the street help keep us focused on the important components of the business.
- Billboards are the four corporate strategies used at the Postal Service. The primary focus of the Postal Service at this point refers to the billboard titled, Growing Mail Volume. By focusing on this strategy, the Postal Service believes revenue generation will increase. The road leading to costs represents the major areas for expenditures.
- USPS has expenditures such as fuel, air transportation, vehicle maintenance, accidents, utilities, employees, and on-the-job injuries.
- The *Last Mile* represents the strategic alignment of the Postal Service with competing companies. The Postal Service is the last stop for mail delivery agencies such as UPS and FedEx. The Postal Service recognized income gained from delivering competitors' mail was substantial while expenditures were dramatically decreased. Thus, USPS is using this area to grow new business and generate revenue.

The final mile where re-investment is located identifies ways to improve the organization and invest in the future of the Postal Service. Two primary keys are the use of new equipment and the deployment of more cost-effective vehicles. Incorporating new equipment and vehicles into the Postal Service allows the Postal Service to keep more revenue.

ACTIVITY: Divide class into table teams consisting of up to five students. There is no limit to the number of table teams, but there should be no more than 25 employees per instructor.

## Summary

**Facilitator: Show slide 7-5, Summary. Review and briefly discuss the topics presented within the module.**

- USPS has more outlets than any other competitor.
- Challenges that affect the Postal Service's ability to provide quality customer service are always taken into consideration prior to making any changes to strategic initiatives and goals.
- 24-hour clock is an end-to-end process to ensure the Postal Service collects, distributes, transports, and delivers the mail every day.
- USPS has expenditures such as fuel, air transportation, vehicle maintenance, accidents, utilities, employees, and on-the-job injuries.
- Incorporating new equipment and vehicles into the Postal Service will allow the Postal Service to keep more revenue.

## **Module 8: Moving the Mail**

### **Objectives:**

Upon completion of this module, you will be able to:

- Identify the resources and equipment required to process the mail.
- Recognize the importance of maintaining the schedule.
- Explain the way the mail flows through the system from acceptance to delivery.

### **Time Allocated for Module:**

- 1 hour

### **Instructional Methods:**

- Lecture
- Interactive Discussion
- Group and Individual Exercises
- Video
- eLearning

### **Participant Material Used:**

- Employee Reference Guide
- Working as a Team, Moving the Mail

### **Media Required:**

- Computer/LCD projector
- Orientation Media DVD



## ***Introduction***

**Facilitator: Show slide 8-1, Module 8: Moving the Mail.**

**Facilitator: Show slide 8-2, Objectives. Review and discuss the objectives and topics covered in this module.**

## ***Working as a Team, Moving the Mail***

**Facilitator: Show slide 8-3, Working as a Team, Moving the Mail and introduce the course.**

**Employees play a role in moving the mail. Although not covered in the video, point out specific examples of where each craft may play a role in the process.**



**Facilitator: Show eLearning course Working as a Team, Moving the Mail Click the link on the slide or access the course in HERO.**

This eLearning course explains the members of the Postal Service team and the way the mail flows through the system from acceptance to delivery.

## ***Systems at Work***

**Facilitator: Show slide 8-4, Systems at Work and introduce the video.**

**Show Systems at Work video. Click on the slide or play from the Orientation Media DVD or from the Employee Orientation website:  
<https://blue.usps.gov/corpcomm/uspstv/orientation/>.**

**From the time a letter or package is dropped off, to when it gets delivered, mail goes on an amazing journey. This video shows the systems and operations involved in getting mail from acceptance to destination.**

## **Summary**

**Facilitator: Show slide 8-5, Summary. Review and briefly discuss the topics presented within the module.**

- Delivery of the mail requires the coordinated efforts of several facilities, machines, and dozens of Postal Service employees.
- The United States Postal Service processes hundreds of millions of mailpieces every day.



## Module 9: Securing Our Resources

### Objectives:

Upon completion of this module, the employee will be able to:

- Recognize your role in protecting the security of the mail.
- Explain how to identify and properly handle mail.
- Describe procedures to respond effectively in emergency situations.

### Time Allocated for Module:

- 1 hour 30 minutes

### Instructional Methods:

- Lecture
- Interactive Discussion
- Group and Individual Exercises
- Video
- eLearning

### Participant Material Used:

- Employee Reference Guide
- PS Form 8139, *Your Role in Protecting the Security of the United States Mail*
- AVSEC Visual Reference Guide
- Handbook AS 805 Information Security

### Media Required:

- Computer/LCD projector
- Orientation Media DVD



## ***Introduction***

**Facilitator: Show slide 9-1, Module 9: Securing Our Resources.**

**Facilitator: Show slide 9-2, Objectives. Review and discuss the objectives and topics covered in this module.**

## ***Our Commitment to Security***

**Facilitator: Show slide 9-3, Our Commitment to Security. Discuss the topic.**

**The remainder of this module focuses on the security of our mail, employees, and information which all relies on the integrity of each Postal Service employee.**

Proper security provides our employees with a safe working environment, protects the mail, and safeguards Postal Service property. We must maintain a focus on critical security measures that protect employees, the public, and our business. The security measures we have in place are absolutely critical for the protection of our employees and the business. Whether you are addressing personal, facility, vehicle, equipment, monetary, or other security issues, we need to ensure each is safeguarded to the fullest extent possible.

Vehicles serve to protect our mailstream and the public's confidence in our delivery presence. If vehicles are compromised, the potential loss of human life and the potential loss to our business could be catastrophic. Performing our jobs with the dedication and diligence to meet our customers' needs is driven by the trust the public places in us.

## ***Mail Security***

### **Your Role in Protecting the Security of the Mail**

**Facilitator: Show slide 9-4, Protecting the Security of the Mail. Introduce Protecting Security of the Mail.**

**Refer participants to Job Aid 9.1, PS Form 8139, *Your Role in Protecting the Security of the United States Mail* in the Employee Reference Guide page 26.**

**Remind participants that PS Form 8139 was signed during the hiring process to acknowledge and comply with federal laws regarding mail security.**

Mail that is accepted by any employee must be protected. In some cases, an employee may have a question about proper mail security procedures but is unable to consult with a manager. Additionally, the procedures may not be clearly and specifically answered by USPS regulations or by USPIS written direction. In those cases, the employee must resolve the question by protecting the mail in all respects and moving it, or letting it move to its destination without interruption.

There are several ways in which employees can help protect the mail:

- Wear your ID badge
- Politely question strangers without ID badges
- Secure doors to prevent unauthorized entry
- Identify and report security deficiencies
- If a vehicle is out of view, secure the vehicle by removing the keys and closing and locking all doors and windows

## Job Aid 9.1, PS Form 8139, *Your Role in Protecting the Security of the United States Mail*



### Your Role in Protecting the Security of the U.S. Mail

As a Postal Service employee you must preserve and protect the security of all mail in your custody from unauthorized opening, inspection, tampering, delay, reading of the contents or covers, or other unauthorized acts. With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Mail Recovery Center), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime. Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution. Mail security instructions are contained in part 274 of the *Administrative Support Manual*.

Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, *Theft of Mail Matter by Officer or Employee*, states:

"Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."

#### Acknowledgment

I understand that it is my duty to report immediately to my supervisor or to a Postal Inspector any information I may have of any theft, pilferage, unlawful delay of mail, or evidence of intent to commit such a crime. I fully understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, or to steal or attempt to steal mail of any kind, even if it appears to be worthless, or to allow others to do so. My signature below indicates that I have read and fully understand the above and I will comply.

Signature of Employee

Date

PS Form 8139, January 2013

## Proper Handling of the Mail

**Facilitator: Show slide 9-5, Proper Handling of the Mail. Discuss proper handling of the mail. Describe how properly handle items found loose in the mail, anonymous mail, identifiable mail.**

### Loose In the Mail

You may occasionally find money, loose stamps, pens, coupons and/or various other mailed contents from damaged letters or packages. These items may not be converted for your personal use. All loose items are considered to be part of the mail stream and treated as Postal Service property. These items should be given to your immediate supervisor.

### Anonymous Mail

Anonymous mail is any mailpiece that weighs more than 10 ounces, bearing only postage stamps as postage, and has not been accepted by a USPS employee at a service counter. The purpose of identifying Anonymous Mail is to prevent it from entering the mailstream and to promote the safety of all USPS employees, customers, and transportation networks. Stamped mailpieces suspected of weighing more than 10 ounces must be treated as potential anonymous mail until the weight can be verified (normally done at the Anonymous Mail Unit). If the weight is verified to be more than 10 ounces, a Return to Sender Notice (Form DDD2) should be applied over the street, city, and state address; a Label 127, No Fly Label, should be applied to the left of the address block, and the mailpiece should be returned to sender. If the mailpiece weighs less than 10 ounces, "<" is written near the postage and the mailpiece is returned to the normal mailstream.

All anonymous mail brought to the facility by carriers, collectors, or contract and delivery service providers must be expedited to the facility's Anonymous Mail Unit where this mail will have a DDD2 applied over the street, city, and state address. A Label 127 is applied on the address block side, and the mailpiece will be returned to sender.

### Identifiable Mail

Identifiable mail bears electronic postage (Postage Validation Imprinter, meter strip, PC Postage, Click-N-Ship, Automated Postal Center postage, eStamps, etc.), permit imprint, or AVSEC Clearance Stamp. This mail is not considered anonymous because it has a type of postage that can be traced back to the customer or point of entry into the mailstream.

**Facilitator: Show slide 9-6, Proper Handling of the Mail. Introduce the activity. Show sample mailpieces.**



**ACTIVITY:** Using sample mail and packages, ask participants to identify the mail category (anonymous mail, loose items, identifiable mail) and explain how to properly handle the item using the answers below.

**Package #1** should include a piece of mail with a postage stamp. A note should be attached indicating that the mail weighs 10.5 ounces.

**Mail Type: Anonymous Mail**

**Proper Handling:** Apply a Return to Sender notice and No Fly label.

**Package #2** should include the correct electronic postage.

**Mail Type: Identifiable Mail**

**Proper Handling:** Enter into mailstream.

**Package #3** should include an open envelope with loose money attached.

**Mail Type: Loose item in the mail**

**Proper Handling:** Give items to immediate supervisor.

**Package #4** should include a piece of mail with a postage stamp. A sign should be attached indicating the mail weighs 9.9 ounces.

**Mail Type: Anonymous Mail**

**Proper Handling:** Write "<10 oz" near the postage and return to normal mailstream.

## **Aviation Mail Security**

**Facilitator:** Show slide 9-7, Aviation Mail Security. Discuss Aviation Mail Security.



**Refer participants to the AVSEC Visual Reference Guide. Discuss the importance of recognizing the DDD2 and how to use it, different types of electronic postage, the AVSEC clearance stamps, and when to use Label 127.**

**Refer participants to Job Aid 9.2, AVSEC Visual Reference Guide in the Employee Reference Guide page 27.**

Aviation Mail Security (AvSec) program was developed to improve aviation security, providing a safe environment for customers, employees, and the traveling public. The U.S. Postal Service's commitment and compliance with the program determines our eligibility to fly mail on commercial aircraft. The AvSec program is part of National Preparedness under the Inspection Service. From an Aviation Mail Security Standpoint, all mail weighing over 10 ounces fall into two categories: anonymous or identifiable.

These procedures are restricted information and not for release to the public. You receive further information from your On-The-Job Instructor (OJI).

## **Suspicious Mail**

**Facilitator: Show slide 9-8, Suspicious Mail. Introduce Suspicious Mail.**

**Refer participants to Job Aid 9.3, Suspicious Mail in the Employee Reference Guide pages 36-39.**

The U.S. Postal Service helps safely deliver billions of letters and packages all over the world. However, each year a small number of mail pieces are identified as containing suspicious items or substances. Although usually non-hazardous, this mail requires additional attention to ensure it's safe for handling.

If you have any reason to believe a letter or parcel is suspicious, don't take a chance or worry about possible embarrassment if the item turns out to be harmless.

Suspicious mail typically falls into one of these categories:

- Mail leaking suspicious powders
- Mail leaking suspicious liquids
- Mail containing suspicious items
- Mail displaying the threat of hazardous content
- Emergency situations involving smoke, fumes, or vapors that involve mailpieces

Keep in mind, suspicious substances are sometimes found loose in the mailstream and cannot be attributed to a specific mailpiece. In these instances, follow the same protocols as if a specific mailpiece was involved.

Postal Inspectors receive specialized training and equipment to address threats to the mail system. They focus on their primary goal of protecting postal employees, customers, and the American public. When you help by recognizing and properly handling suspicious mail incidents, Inspectors can better ensure the safety and security of the workplace.

### Narcan®

**Facilitator: Show slide 9-9, Narcan. Review Narcan® information.**

Our nation is in the midst of an unprecedented opioid epidemic and opioids have been transported through the mail stream. The Postal Service has taken steps to protect employees from accidental exposure to opioids in the mail by purchasing Narcan® Nasal Spray as an emergency first response measure. Narcan is a prescription nasal spray used to treat an opioid emergency, including overdoses and accidental exposures. Over 700 facilities across the organization have been supplied with Narcan Nasal Spray, which can be used if an employee is accidentally exposed to opioids from mail and packages.

Postal Service employees are able to administer Narcan nasal spray in the unlikely event of opioid exposure from damaged letters or packages, provided they have successfully completed the Narcan Responder Training. This course educates employees on how to correctly identify signs of a potential opioid overdose, how to administer Narcan nasal spray, and ensure that 911 is called.

## International Mailing of Dangerous Goods

**Facilitator: Show slide 9-10, International Mailing of Dangerous Goods. Discuss Dangerous Goods and introduce the eLearning course.**



**Facilitator: Show eLearning course Dangerous Goods and Export Compliance for Non-Acceptance Personnel. Click play on the slide or access the course in HERO.**

This course trains acceptance and delivery personnel to perform screening to recognize dangerous goods in international mail pieces, provides guidance for determining mailability of international mailpieces, and outlines the procedures that acceptance and delivery personnel must perform to keep the mail safe.

As part of the FAA certification process required by the International Civil Aviation Organization (ICAO), USPS employees are required to receive detailed dangerous goods (including lithium batteries) acceptance, handling and incident management training. The training is administered via HERO or video (DVDs).

## ***Employee Security***

### **Active Shooter**

**Facilitator: Show slide 9-11, Active Shooter. Review active shooter information.**

An Active Shooter is defined as an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms. An active shooter can be anyone: a customer, a stranger, a current employee, or a former employee.

Although no one can predict when and where these incidents may occur, we want to make sure you know about the steps that you can take to help protect yourself and those around you. Each facility conducts its own Active Shooter Drills.

## **Emergency Action Plan / National Preparedness**

**Facilitator: Show slide 9-12, Emergency Action Plan / National Preparedness. Review Emergency Action Plan / National Preparedness information.**

The Postal Service makes every effort to protect its employees, property and products at all times. Different components of a security system may be integrated to maximize the security goals of protecting employees, customers, and business assets. All employees need to be vigilant, involved and ready to actively participate in the security of their workplace.

The Postal Service counts upon its employees in the field to be alert to suspicious activity and inform their managers or supervisors of anything out of the ordinary that may affect Postal Service operations. In order to respond effectively in emergency situations, the Postal Service has established a hot line where employees can receive the latest information for their area of employment. The number is 1-888-EMERGNC (363-7462).

## ***Information Security***

**Facilitator: Show slide 9-13, Information Security. Discuss Information security.**

**Refer participants to Job Aid 9.4, Handbook AS 805 *Information Security* in the Employee Reference Guide page 32.**

**Participants should read the publication individually.**

The technology you use at work is primarily for the authorized business of the Postal Service. It's there to help you do your job. Limited personal use of desktop and laptop computers, email, and the Internet are permitted. To protect yourself and the Postal Service, you should consult the acceptable use policy and discuss this use with your supervisor.

## **Cyber Safety**

**Facilitator: Show slide 9-14, Cyber Safety. Introduce Cyber Safety.**

The United States Postal Service (USPS) faces ongoing cyber threats and challenges, which directly impact our people and mission. To protect the Postal Service against cybercrime, it is critical that all employees are educated on cybersecurity and the USPS cyber landscape.

Although many of you will not use computers in your day-to-day work activities, these cyber safety tips are helpful in your personal lives as well.

**Facilitator: Show slide 9-15, Cybersecurity and introduce Cybersecurity information.**

The technologies and processes designed to protect computers, networks, and data from unauthorized access, vulnerabilities, and attacks delivered via the Internet by cyber criminals.

- The Digital Age: In our digitally connected world, the cyber landscape contains multiple existing and emerging threats.
- Expanding Threat Landscape: Threats come from the Internet, organizational networks, computers, and mobile devices.
- Attack Styles: Common crimes committed via these cyber channels include hacking, phishing, and identity theft.

**Facilitator: Show slide 9-16, Cybercrime by the Numbers. Review the cybercrime numbers on the slide.**

The Postal Service is committed to educating and engaging its people to defend the organization against malicious cyber risks.

**Facilitator: Show slide 9-17, CyberSafe at USPS®. Introduce CyberSafe at USPS. Review the objectives and activities on the slide.**

The USPS Corporate Information Security Office (CISO) launched CyberSafe at USPS®, an initiative aimed at enhancing information security awareness across the organization, using industry-leading practices for key areas of engagement. This section introduces cybersecurity fundamentals, providing information and resources to help you be vigilant against cybercrime.

**Facilitator: Show slide 9-18, Strong Passwords. Discuss information on strong passwords. Review the password checklist on the slide.**

**Refer participants to Job Aid 9.5, Strong Password Checklist and Best Practices in the Employee Reference Guide page 33.**

Strong Passwords are your first line of defense to protect Postal Service systems, networks, and resources against cybercrime. Follow the checklist on the slide to ensure your passwords are strong and meet Postal password requirements.

**Facilitator: Show slide 9-19, Strong Passwords – Best Practices. Review password best practices on the slide.**

In addition to ensuring your passwords are strong and meet Postal password requirements, you should adhere to the password tips, tricks, and best practices on the slide. Remember, all USPS personnel must change their passwords at least every 90 days or when prompted by the system.

**Facilitator: Show slide 9-20, Knowledge Check. Ask participants answer the question. Discuss responses.**

**Click to show the correct answer. The correct answer is C - B3\_Cyb3rS\*f3\_w0^K.**

**Facilitator: Show slide 9-21, *Separate for Security*. Review *Separate for Security* information.**

**Refer participants to Job Aid 9.6, *Separate for Security* in the Employee Reference Guide page 34.**

*Separate for Security* is a CISO initiative that educates all USPS employees on the importance of not plugging personal devices into equipment that might put themselves and the organization at risk.

**Facilitator: Show slide 9-22, *Separate for Security*, cont'd. Introduce the video and review information on the slide.**

**Click play to show Cybersafe Do Not Plug-In video.**

Never connect your personal devices to USPS computers, equipment, or networks. Devices at risk for a security breach includes anything connected to the Internet. Remember, a variety of devices are at risk for a security breach includes anything connected to the Internet.

**Facilitator: Show slide 9-23, Knowledge Check. Ask participants to answer the question. Discuss participant responses.**

**Click to show the correct answer. Correct answer is D – None of the above.**

**Facilitator: Show slide 9-24, Phishing. Review information on Phishing.**

Since the launch of the Anti-Phishing Program, the Awareness and Training team has implemented several efforts to build a robust program that tests employee susceptibility to phishing attempts. Now that you understand phishing, let's proceed with tips on how to recognize and report phishing attempts.

**Facilitator: Show slide 9-25, Phishing, cont'd. Review information on Phishing.**

Defend yourself and the Postal Service from phishing scams to prevent financial loss, identity theft, or even a complete stop in the mail. Do not be the reason for a cyber-attack. Keep the following in mind when checking work and personal email.

Stop and think before you click. Cybersecurity is everyone's responsibility.

**Facilitator: Show slide 9-26, Report to CyberSafe and introduce the video.**

**Click the link on the slide to show Report to CyberSafe video.**

**Former CIO, Kristin Seaver, explains how to identify phishing emails and report them using the button.**

USPS employees should use the Report to CyberSafe button in Outlook to report suspected phishing emails. This feature provides a simple and efficient way for employees to notify CyberSafe of potentially malicious email content. In this video, Kristin Seaver explains how to identify phishing emails and report them using the button.

**Facilitator: Show slide 9-27, Knowledge Check. Ask participants to answer the question and discuss responses.**

**Click to show the correct answer. The correct answer is D – All of the above.**

**Facilitator: Show slide 9-28, Workstation Safety. Review Workstation Safety.**

As a USPS employee, you are responsible for protecting your workstation and physical workspace at all times. That means, securing your workspace to prevent intentional or unintentional unauthorized use, modification, and disclosure or destruction of critical information resources. Remember, workstation safety should not be limited to USPS facilities; please exercise these best practices in your personal lives as well.

**Facilitator: Show slide 9-29, Five Ways to Stay CyberSafe Every Day and introduce the video.**

**Click to show Five Ways to Stay CyberSafe Everyday video.**

**The actions we take every day impact the security of our Postal networks, systems, and resources. Exercising cyber safe behavior is critical for protecting against cyber threats faced by our organization.**

**Facilitator: Show slide 9-30, Knowledge Check. Ask participants to answer the question and discuss responses.**

**Click to show correct answer. The correct answer is D – All of the above.**

## ***Workplace Violence Awareness***

**Facilitator: Show slide 9-31, Workplace Violence Awareness. Introduce workplace violence awareness information.**

Workplace safety is everyone's right and responsibility – awareness is prevention.

**Facilitator: Show slide 9-32, Workplace Violence. Define Workplace Violence.**

Violence is defined as any verbal or physical threat or assault on an individual that has either the intention of injuring or that results in injury. It's important to note that this is NOT limited to fatalities or injuries, but any intentional action or words meant to provoke another.



**Facilitator: Show slide 9-33, Types of Workplace Violence. Ask participants to provide some examples of workplace violence.**

**Possible Answers: Robberies, burglaries, physical assaults (punching, hitting, kicking, intentionally bumping into someone); sabotaging equipment, damaging property; throwing equipment and other items; slamming equipment around angrily; verbal threats to harm others; suicidal threats; active shooter issues (using weapons to harm others); stalking behavior; bullying.**

**Record answers on a rip chart and discuss.**

**Facilitator: Show slide 9-34, Zero Tolerance. Review types of actions that are covered under Zero Tolerance.**

Zero Tolerance covers:

- Any act of physical violence.
- Actual, implied, or veiled threat, made seriously or in jest.
- Any type of inappropriate language and/or communication styles that may lead to a hostile workplace.

What does Zero Tolerance Policy Mean? It means management takes allegations of harassment, intimidation, assault, or threat seriously. It is promptly investigated and appropriate action is taken as needed. And that management will consistently communicate and enforce postal policy regarding violent and inappropriate behaviors.

**Facilitator: Show slide 9-35, Reporting Workplace Violence. Review information on the slide.**

The loss of one life is too great a cost. Reporting threats and concerns can prevent acts of violence. Addressing inappropriate behaviors at their lowest levels can effect change and reduce or eliminate potential violence.

**Facilitator: Show slide 9-36, Report Threats of Violence. Review how to report threats of violence.**

If you have been threatened, or believe you are in a potentially unsafe situation that involves a co-worker, supervisor, customer, or a domestic violence situation that could pose a threat in the workplace, please notify one of the resources listed. For emergency situations, please contact the US Postal Inspection Service. They are available 24 hours a day, seven days a week. A violence-free workplace is everyone's responsibility.

## **Summary**

**Facilitator: Show slide 9-37, Summary. Review and briefly discuss the topics presented within the module.**

- Mail that is accepted by any employee must be protected and properly handled.
- All employees need to be vigilant, involved, and ready to actively participate in the security of their workplace.
- By adhering to the established security procedures, you are helping to protect your job, the trust of the public, yourself, and your co-workers.
- Workplace safety is everyone's right and responsibility.

## **For Further Information**

**Facilitator: Show slide 9-38, For Further Information. Refer participants to the Additional Resources job aid on pages 67 and 68 of the Employee Reference Guide and point out the resources listed below.**

**Address all questions that participants may have relating to the resources.**

- Poster 138, Keep the Mail Safe
- Poster 298, Domestic Hazardous Materials Warning Labels and Markings
- Poster 701L, Check First! Dangerous Goods Warning Labels Prohibited in International Mail
- Poster, 702, Dangerous Goods Warning Labels Prohibited in International Mail
- Publication 52, Hazardous, Restricted, and Perishable Mail
- Publication 302 – Safe & Secure: Postal Employee Crime Prevention



# Module 10: Union Representation

## **Objectives:**

Upon completion of this module, you will be able to:

- Identify your union representatives.
- Decide whether to join a labor organization.

## **Time Allocated for Module:**

- 60 minutes

## **Instructional Methods:**

- Lecture
- Group Discussion
- Handouts

## **Participant Material Used:**

- Employee Reference Guide

## **Media Required:**

- Computer/LCD projector
- Rip Chart (optional)



## ***Introduction***

**Facilitator:** Prior to presenting this module, invite your union representative(s) to address the class.

The information on these pages is to be used when union representation is unavailable. You should not request or require the union representatives to present the materials in this module including the information specific to MHAs and/or PSEs.

Due to the extended time given to union representation in some of the academies, not all unions attend W2USPS. In those instances, the district determines how to use this time.

**Facilitator:** Show slide 10-1, Module 10: Union Representation.

**Facilitator:** Show slide 10-2, Objectives. Review and discuss the module objectives and topics covered in this module.

Union representatives from all unions/associations should be invited including those who represent CCAs, RCAs, and SSAs.

## ***Union Representation Overview***

**Facilitator:** Show slide 10-3, Union Representation Overview. Introduce the Union Representation module.

The Postal Reorganization Act of 1970 introduced direct collective bargaining between representatives of management and craft employees. Unions or labor organizations serve as craft employees' representatives. They bargain over wages, hours, and working conditions.

Whether you decide to join a labor organization or not, you are subject to the provisions of the National Agreement. Each Postal Service employee has the right, freely and without fear of reprisal or penalty, to form, join, or assist a labor organization or to refrain from such activity. There are four major unions representing Postal Service employees. They are the National Association of Letter Carriers (NALC), American Postal Workers Union (APWU), the National Postal Mail Handlers Union (NPMHU), and National Rural Letter Carriers Association (NRLCA).

The National Agreement is a negotiated contract that determines wages and cost of living adjustment (COLAs), which are based on the Consumer Price Index (CPI). Additionally, the contract covers matters such as leave, work hours, holidays, corrective action, uniform allowances, and union-management cooperation.

## ***Union Presentations***

Your union representatives provide information about their organizations, including their health benefits programs.

**Facilitator: Divide the class into breakout rooms according to participants craft. Place the appropriate speaker in each room.**

**If no union representatives are available, present the MHA and/or PSE slides in module 14.**

## ***Summary***

**Facilitator: Show slide 10-4, Summary. Review and briefly discuss the topics presented within the module.**

- The Postal Service operates under collective bargaining agreements with its unions.
- The National Agreement with each union determines wages and cost of living adjustment (COLAs), and covers leave, work hours, holidays, corrective action, uniform allowances, and union-management cooperation.
- Contact your local personnel office or union representative.

# Module 11: Safety Depends on Me

## **Objectives:**

Upon completion of this module, you will be able to:

- Explain the importance and basics of working safely.
- Describe how accidents impact you and the Postal Service.
- Identify general safety rules, practices, and procedures.
- Recognize and report hazards, unsafe conditions, and practices, as well as report defective equipment in a Postal Service facility.
- Explain the Safety Ambassador program and how to get involved.
- Describe what to do if you are injured at work or succumb to a work-related illness.

## **Time Allocated for Module:**

- 2 hours

## **Instructional Methods:**

- Lecture and interactive discussion
- Group and individual exercises
- Video

## **Participant Material Used:**

- Employee Reference Guide

## **Media Required:**

- Computer/LCD projector
- Orientation Media DVD
- Rip Chart





## ***Introduction***

**Facilitator:** Prior to presenting this module, invite a Safety representative to address the class.

**Facilitator:** Show slide 11-1, Module 10: Safety Depends on Me. Introduce the safety module.

**Facilitator:** Show slide 11-2, Why Does Safety Matter to Me?

**Why Does Safety Matter to Me?** We all know of someone; a friend or family member whose life was impacted due to an accident or injury. It only takes one second, one shortcut to change a life forever.

What if you could take that second back? Or better yet, what if by working safely, you could prevent an accident? Safety rules in the workplace exist to prevent accidents and injuries. They ensure that you go home to those that love and depend on you.

**Facilitator:** Show slide 11-3, Objectives. Review and discuss the objectives and topics covered in this module.

There are many things that can affect your safety and health at work. Your employer should provide training on how to perform specific tasks related to your job and the safest way to perform those tasks. Your training will teach you to identify potential hazards you may encounter at work and what actions you should take to prevent an accident or injury. Some hazards are simple to identify and avoid, such as setting the brake on equipment to prevent it from rolling away. Others will require you to notify your supervisor.

## ***Our Commitment to Safety***

**Facilitator: Show slide 11-4, Postal Service Safety Philosophy. Introduce Our Commitment to Safety.**

The Postal Service is committed to keeping our employees safe. We want our employees going home in the same condition as when they came into work. For that reason, we take the safety of our employees seriously and operate under the following philosophy.

Injury can be prevented. This means that all accidents have a cause. To avoid injury or being involved in an accident, do your part to make sure you follow postal safety policies, work safely, and report hazards when you notice them. Your conscientious actions will contribute to a safe work environment.

- Management has the overall responsibility to make sure their employees and work environments are safe. They have a commitment to the safety and health of their employees and the prevention of accidents. In this role, they are also relying on you, the employee, to inform them of hazards as you become aware of them. As you perform your job, you will have first-hand knowledge not only of hazards that may exist, but also the solution. Be sure to share them with your Manager or Supervisor.
- It is possible to safeguard all operating exposures that can result in accidents.
- All employees must be trained in proper work procedures, educated to work safely and understand they are responsible for doing so. Working safely benefits not only the USPS but also themselves.
- It is good business to prevent personal injuries on and off the job.

The Postal Service is committed to providing a safe and healthy work environment for its employees and customers. It is committed to complying with all applicable safety laws and Occupational Safety and Health Administration (OSHA) regulations. A safe and healthful workplace, free from safety hazards, is important in achieving our goals.

## **Collective Bargaining Agreements/Union Partnerships**

**Facilitator: Show slide 11-5, Collective Bargaining Agreements/Union Partnerships. Review union partnerships and developing a safe workforce.**

Although it is the responsibility of management to provide safe working conditions in all present and future installations, and to develop a safe working force, our union partners also play a role. All Collective Bargaining Agreements state that the Union and assists management to live up to this responsibility.

Joint Labor-Management Safety Committees at the national and local levels meet to evaluate and make recommendations on all aspects of the USPS Safety Program, to include adequate safety programs implemented at the local level and to conduct ongoing studies to improve workplace safety.

## **Guiding Principles of Safety**

**Facilitator: Show slide 11-6, Guiding Principles of Safety and introduce the video.**

**Click the link on slide 11-6 to play Safety Depends on Me (SDOM) Distracted Driver video. If you experience issues accessing the link, refer to the Orientation Media DVD.**

The guiding principles of the Postal Service are as follows:

- **People** — Employees are our most valued resource. We must provide our employees with a safe and healthful workplace.
- **Customers** — When our employees work more safely, our performance improves.
- **Excellence** — Demonstrate that management and employee attention to working safely is good business.
- **Integrity** — As a leader in occupational safety and health, we enhance our integrity with our customers, business partners, and the Congress.
- **Community Responsibilities** — When our employees work safely, our customers are safer, and we lead other employers by example. The Postal Service emphasizes to its employees continually that protecting their health, their safety, and their environment is a core value of the organization. We have emphasized that each employee is encouraged to bring safety issues or observed safety deficiencies to the attention of management. We should remember that employees are in the best position to recognize safety hazards or safety issues relating to their own jobs.

It is true you are tasked to perform certain duties because they are critical to the Postal Service's primary mission of delivering the mail. As you perform them, you choose whether or not you will make good, safe decisions. As you work well, work smart. Be alert. Observe and report hazards. Perform your assigned work duties safely.

## **Safety**

**Facilitator: Show slide 11-7, OSHA and You. Safety in the workplace is important to the employer, as well as the employees who work for them.**

**OSHA 3165 poster explains that all workers have a right to:**

- **A safe workplace free of recognized hazards.**
- **To receive information and training on job hazards.**
- **To report a safety or health concern and/or report a work-related injury or illness.**

**The OSHA Act also states:**

**"Federal employees must comply with agency policies, procedures and directives concerning health and safety; use personal protective equipment and other safety equipment provided by the agency; and observe all safety and health rules, procedures and standards."**

**The Postal Service has provided Handbook EL-814: *The Postal Employee's Guide to Safety*, to make employees aware of safe work practices. This handbook covers safety-topics related to your job.**

**The Occupational Safety and Health Act requires employers to provide a safe and healthful workplace free of recognized hazards and to follow Occupational Safety and Health Administration (OSHA) standards. Some of the employers' responsibilities include training, providing safety equipment and recordkeeping.**

## ***Accident Prevention***

**Facilitator: Show slide 11-8, Accident Prevention. Introduce the Accident Prevention section.**

**Next, we focus on Postal Service safety rules, and general safety practices and procedures, and safety programs and resources used to prevent accidents and ensure employee safety.**

The key to avoiding the negative impact accidents bring is to prevent them from occurring. When you adhere to safety rules and general safety work practices and procedures, employees can help keep themselves and others to be safe, which in turn, allows us to provide better service and value to our customers.

You have an important role to play in accident prevention. As you perform your job, and you have a solution to working safer improving Safety in the workplace, you can share your suggestion with your local Safety Ambassador or Supervisor. If your suggestion is implemented, it can be submitted in the Safety Toolkit for national approval. If accepted as a Best Practice, it will then be shared in a national Safety application so others can benefit from your idea.

## ***Safety Rules***

**Facilitator: Show slides 11-9 and 11-10, Safety Rules.**

**Click the link on slide 11-10 to play Safety Depends on Me (SDOM) Preventing Dog bites and attack video. If you experience issues accessing the link, refer to the Orientation Media DVD.**

**Refer participants to Job Aid 11.1: OSHA 3165: *It's the Law* on page 36 of the ERG. Ask for comments from participants as you cover each point. Ask why or why not, or for examples of negative consequences of breaking each rule.**

Safety rules are for your benefit; performing safe work practices and observing Postal Service safety rules is the responsibility of all Postal Service employees.

General Postal Service safety rules include, but are not limited to, the following:

- Never work under the influence of intoxicants.
- Never sell, possess, or use illegal drugs on USPS premises. If you are required to take physician-prescribed drugs that could impair your mental or physical abilities, you must notify your supervisor.
- Never drive or work around moving equipment while under the influence of drugs/alcohol.
- No contraband material such as firearms, dangerous weapons, fireworks, intoxicants, or illegal drugs on USPS premises.
- No horseplay, scuffling, fighting, or playing practical jokes on USPS premises.
- No running in USPS facilities. Hold the handrail when walking down stairs.
- Do not toss or throw packages or bundles, unless required by the operation (e.g., culling belt, etc.).
- Observe all warning signs and notices that have been installed for your protection.
- Comply with all safety and health regulations, procedures, and practices, including the use of approved personal protective equipment (PPE).
- Keep your work area in a safe and healthful condition through proper maintenance of property and equipment.
- Immediately report safety hazards and unsafe working conditions to your supervisor.
- Keep physically and mentally fit to meet the job requirements.
- Drive defensively and professionally; extend courtesy in all situations; and obey all state, local, and Postal Service regulations (including wearing a seatbelt when driving a vehicle owned, leased, or contracted by the Postal Service).
- Observe the control of hazardous energy lockout procedures.
- Other safety rules may apply to your job. You should perform your duties in the safest possible manner at all times.
- If you have questions about how to do your job safely, ask your supervisor.

## **Safe Footwear**

**Facilitator: Show slide 11-11, Safe Footwear.**

**Click the link on slide 11-11 to play Safety Depends on Me (SDOM) Preventing Dog bites and attack video. If you experience issues accessing the link, refer to the Orientation Media DVD.**

**What you wear is also important to your personal safety. Shoes are the foundation, the base, on which we perform our duties.**

**Review Job Aid 11.2: Postal Shoe Policy on page 37 in the ERG. Management personnel may provide further information on local safety rules upon arrival at the work unit.**

Wear appropriate work shoes whether you walk on a route or handle mail in the workroom. Wear shoes that are fully enclosed at the heels, toes and sides, made of leather or a substantial synthetic material (canvas or nylon is not acceptable).

**On the workroom floor, do not wear the following types of shoes:**

- **Heels more than 1-½ inches and soles more than ½ inch in height**
- **Spiked heels, regardless of height**
- **Open shoes (including open sides, toes, or heels) such as thongs, sandals, mules, house slippers, clogs, wedges, flip flops, etc.**
- **Heels with steel taps**
- **Shoes with cloth, nylon, or mesh-woven tops, such as tennis shoes, athletic or jogging shoes (except those with leather or leather-like uppers), moccasins, etc.**
- **Shoes no longer adequate because of disrepair**



## ***Safety Practices and Procedures***

### **General Workplace Safety**

**Facilitator: Show slide 11-12, General Workplace Safety and review safety information. Introduce the video. Proper safety practices and procedures provide our employees with a safe working environment.**

**Click the link on slide 11-12 to play Egress: Safe Evacuation safety video. Relate a few possible types of emergencies that can occur in your region or facility.**

**Participants learn more about their facility's Emergency Action Plan upon arrival at their work units.**

Employees may suffer a work-related injury or illness, resulting in restricted duty or lost time. When a significant portion of our workforce is disabled, it makes it harder to keep our commitment to our customers. If we can reduce the number of employees on limited or restricted duty and the number of workdays lost, we improve our service.

We accomplish this by personally accepting responsibility to do our job safely every day, and by actively promoting a safe workplace.

### **Working Safely**

What is working safely? Working safely includes completing tasks the correct way avoiding unsafe shortcuts, paying attention to the task at hand, asking for instruction or assistance when doing something new or something you don't do often, and wearing required Personal Protective Equipment (PPE).

### **Personal Safety**

#### ***Accident and Incident Reporting***

Employees must report any job-related accident or incident as soon as the occurrence takes place, regardless of whether medical treatment is necessary. Employees are to take appropriate action based upon the circumstances and the nature of the emergency. If you are in a life-threatening situation, call 911. Then, contact your immediate supervisor.

## Emergency Action Plan

The purpose of an Emergency Action Plan (EAP) is to facilitate and organize employer and employee actions during workplace emergencies. A wide variety of emergencies, both man-made and natural, may require a workplace to be evacuated. These emergencies include fires, explosions, floods, earthquakes, hurricanes, tornadoes, toxic material releases, radiological and biological accidents, civil disturbances, and workplace violence. EAPs ensure that employees understand their roles and responsibilities and result in fewer and less severe employee injuries and less structural damage to the facility, equipment, and vehicles during emergencies.

Become familiar with the plan and the building. Know where the exits are, what the fire alarm sounds like, the location of the assembly point and points of contact. In an emergency, or when an emergency evacuation drill occurs, all USPS employees, contractors, and other building tenants must evacuate the building unless instructed to shelter-in-place (SIP) due to an event that requires employees to remain inside in a designated safe area. Depending on the type of emergency, SIP locations are interior room(s) with no windows.

## **Recognizing and Reporting Hazards and Accidents**

**Facilitator: Show slide 11-13, Recognizing and Reporting Hazards and Accidents and introduce the topic.**

Injuries and property damage can be prevented, but only if safety hazards are eliminated before they cause an accident. You are a key player in spotting and correcting unsafe conditions and practices. You may be the first to notice a piece of equipment has become unsafe. You are empowered to take action.

## Unsafe Acts and Unsafe Conditions

**Facilitator: Show slide 11-14, Unsafe Acts and Conditions and discuss Unsafe Acts and Conditions.**

**Facilitator: Show slide 11-15, Unsafe Acts and Conditions Activity and introduce the activity.**



**ACTIVITY:** Ask participants to determine if each item listed on page 38 of the ERG is an unsafe condition or unsafe act. Participants place a checkmark next to each unsafe act listed.

After 5 minutes, ask participants to respond with their answers. Ask those who disagree with the response to explain and discuss their response. Once all responses are discussed, click to reveal answers.

**Unsafe acts:**

Using defective equipment

Using equipment improperly

Failure to use personal protective equipment

Improper lifting

Improper loading or placement

Operating at improper speed

Operating without authority

Failure to warn or secure

Making safety devices inoperable

**Unsafe conditions:**

Missing guards or protection

Defective tools and equipment

Congested work areas

Poor housekeeping

Excessive noise

Inadequate illumination or ventilation

Fire and explosion hazards

Excessive overtime

The immediate cause of an accident is usually obvious. An immediate cause is often referred to as a secondary or contributory cause because it is often merely a symptom of some underlying root cause.

Focusing attention only on the immediate cause is like treating only a symptom. While treating symptoms may be helpful, it does not treat the major problem. If we identify the root cause, or causes of the accident, we can implement corrective actions to prevent similar accidents from occurring in the future. Eliminating the root cause helps employees avoid unsafe acts and prevent unsafe conditions.

PS Form 1767, Report of Hazard, Unsafe Condition, or Practice

**Facilitator: Show slide 11-16, PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice*.**

**Refer participants to Job Aid 11.3, PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice* in the Employee Reference Guide page 39.**

**Instructions for completing PS Form 1767 are on the back of the form. Review each section of the form. Ask and answer questions to ensure that everyone understands the form and how to use it.**

If you observe an unsafe condition or an unsafe act, report it to your supervisor immediately. Use PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice* to write down the details. This can prevent an accident from occurring.

## Facilitator Guide

PS Form 4707, Out of Order

**Facilitator: Show slide 11-17, PS Form 4707, *Out of Order*.**

**Review PS Form 4707. Refer participants to Job Aid 11.4, PS Form 4707, *Out of Order* in the Employee Reference Guide page 40.**



Never use defective equipment. Use PS Form 4707, *Out of Order*, to tag and report a defective or inoperative piece of equipment. Complete the form, including the stub. Attach it to the equipment. Remove the equipment from service. Detach the stub and give it to your supervisor immediately. Do not remove tags until repairs are completed. Never place a defective piece of equipment back into service until appropriate repairs are completed.

Be aware of common defects in Mail Transport Equipment.

These may include:

- Cracked plastic letter trays
- Broken frame wires on hampers
- Missing or broken wheels on hampers, APCs (All Purpose Container), and OTRs (Over-the-Road Container).
- Missing safety latch or “S” hook (where installed) on a door-latch chain.
- Defective brakes or trailer pins on OTRs

## Job Aid 11.4, PS Form 4707, *Out of Order*

 PS 4707, January 1991 (Reverse)		 PS 4707, January 1991	
<b>DO NOT USE</b>		<b>U.S. POSTAL SERVICE OUT OF ORDER</b> <small>(Defective or Inoperative Equipment)</small>	
		Type of Machine or Equipment	Number <b>10689</b>
		Office	
		Description of Defect	
		Handling Instructions	
		Employee	
		<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>	
TYPE OF EQUIPMENT: _____		Type of Machine or Equipment	Number <b>10689</b>
LOCATION: _____		Office	
		Employee	
		<b>Turn this stub into you supervisor. Affix tag to defective or inoperative article.</b>	

**Facilitator:** Show slide 11-18, PS Form 4707, *Out of Order*. Refer participants to Activity: The Broken Utility Cart – PS Form 4707 in the Employee Reference Guide page 41.

Display defective equipment and, if possible, the same piece of equipment that is operational. Use defective equipment at your site. Bring it into the room and have participants identify the problem or defect.

If there are space constraints, divide the class into groups to view the equipment. If possible, show participants what an operational piece of the same equipment should look like.

Allow 5 minutes to complete both parts of the activity individually or as a group. Participants use the blank form provided on the activity sheet to complete Part A.

**Distribute photos of defective equipment to each table/group. Obtain enough PS Form 4707 tags for each participant to complete one.**

**Allow a volunteer to share the details entered on PS Form 4707 for Part A of the activity. Allow volunteers with different responses to share the details of their form with the class as well.**

**Allow volunteers to share their answers for Part B of the activity. Correct responses as needed using the answers below.**



**The three actions to be taken after the form is completed are:**

- **Tie the top of the form to the equipment**
- **Remove the equipment from use**
- **Give the bottom stub of the form to your supervisor**

**Management personnel may provide further information on safety practices and procedures, as well as instructions on where to locate PS Forms 1767 and 4707 upon arrival at the work unit.**



## Activity: PS Form 4707, Out of Order

 <b>PS 4707, January 1991</b> U.S. POSTAL SERVICE <b>OUT OF ORDER</b> <i>(Defective or Inoperative Equipment)</i>		  <b>DO NOT USE</b>  REMOVE FROM SERVICE IMMEDIATELY	
Type of Machine or Equipment	Number		<b>10689</b>
Office			
Description of Defect			
Handling Instructions			
Employee			
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>			
Type of Machine or Equipment			Number <b>10689</b>
Office			
Employee			
<b>Turn this stub into your supervisor. Affix tag to defective or inoperative article.</b>		TYPE OF EQUIPMENT: _____  LOCATION: _____  _____  _____	

PS Form 4707

### Exercise: The Broken Utility Cart—Form 4707



Utility Cart

Part A. Refer to the photos distributed. Document and report the piece of defective equipment using PS Form 4707.

Part B. Name three actions you need to take after the form is completed.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## ***Safety Programs and Resources***

### **Safety Ambassador Program**

**Facilitator: Show slide 11-19, Safety Ambassador Program and introduce the program**

The Safety Ambassador Program uses those who demonstrate leadership to make a positive difference in the environment in which they work. They promote a cohesive message and direction towards accident reduction and maintaining a safe work environment.

Safety Ambassador should demonstrate:

- Leadership qualities embracing safety values.
- Promotion of a positive safety environment.
- Excellent communication of the safety message.
- Ability to build partnerships with different functions and others in the facility to promote safety efforts.

The Safety Ambassador represents the safety program for their facility and are instrumental in fostering a positive and safe work environment. They maintain a working knowledge promote what constitutes safe acts and. Safety Ambassadors are familiar with the hazards and concerns in their area of operation, as well as offering concrete recommendations.

### **Safety Depends on Me Program**

**Facilitator: Show slide 11-20, Safety Depends on Me Program. Introduce the Safety Depends on Me program.**

**Play Frostbite video. If you experience issues accessing the link, refer to the Orientation Media DVD.**

**Review/debrief each video once complete. Allow participants to share what they learned and ask questions.**

Safety Depends on Me is a series of special communications that are disseminated to facilities across the country to build awareness and inform Postal Service employees about a variety of safety-related topics. The topics of these communications are selected to address accident trends and focus on providing the necessary information needed to reduce accidents and prevent exposure to recognized hazards. This program was developed to remind all employees why working safely is important to them, to those they love, and to the Postal Service. The program includes Safety Talks, posters, videos and Info-Packs.

### Safety Talks

Scheduled safety talks are intended to promote safety awareness. All line supervisors are required to conduct safety talks at least once a week with their employee groups, including temporary, casual, and relief personnel.

### Safety Videos

The video format is highly engaging and is designed to make employees think more about accident causes and how they can be prevented. They are designed to grab the attention of every viewer. The intent is that each video will strongly impact each viewer because they can easily see the consequences of unsafe acts on both themselves and our customers. The topics for the videos are chosen by carefully analyzing accident data and responding to topical concerns with the intent of reducing accidents and arming our employees with the tools needed to work safely.

**Facilitator: Show slide 11-21, Heat Illness Prevention Program.**

**Click the link on the slide show the Heat Stress safety video. Refer to the Orientation Media DVD if you have any issues playing the video.**



**Facilitator: Show eLearning course Heat Stress Recognition and Prevention on the Orientation Media DVD. Course can also be accessed from HERO.**

**During the eLearning course, complete each activity by selecting volunteers to answer questions.**

**Once the eLearning is complete, review/debrief the eLearning course. Allow participants to ask questions. If there are no questions, facilitate a brief discussion.**

**Refer participants to Job Aid 11.5, Heat Illness Prevention Program in the Employee Reference Guide page 42.**

### Heat Illness Prevention Program

The purpose of the Postal Service's Heat Illness Prevention Program (HIPP), is to protect our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in every Postal Service facility and will be available for review by all employees. The HIPP is triggered when any employee in a facility is exposed, or reasonably anticipated to be exposed, to heat index temperatures exceeding 80 degrees Fahrenheit for extended periods of time, six hours or more, over the course of a work day or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided visual aids illustrating symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

Employees should call 9-1-1 immediately to report any signs or symptoms of heat-related illness. Call your supervisor to inform them of the situation.

Symptoms of heat exhaustion:

- Faint or dizzy
- Excessive sweating
- Cool, pale, clammy skin
- Nausea or vomiting
- Rapid, weak pulse
- Muscle cramps
- Symptoms of heat stroke:
- Throbbing headache
- No sweating
- Body temperature above 103°
- Red, hot, dry skin

- Nausea or vomiting
- Rapid, strong pulse
- May lose consciousness

## **Ergonomics and Wellness Programs**

**Facilitator: Show slide 11-22, Ergonomics - Fit Work to the Worker. Review information on ergonomics. The goal of ergonomics is to reduce stress and eliminate musculoskeletal disorders associated with the overuse of muscles, tendons and ligaments.**

**Click the link on the slide to play Ergonomics – Watch Your Back safety video.**

**Provide a few minutes for participants to review the full list of documents and ask questions.**

**Facilitator: Show slide 11-23, Fit Work to the Worker. Highlight how the use of a tote stand can reduce stress on your back.**

**Facilitator: Show slide 11-24, Fit Work to the Worker. Highlight how the use of a hamper tilter can reduce stress on your back.**

**Facilitator: Show slide 11-25, Fit Work to the Worker. Highlight how the use of a dolly can reduce stress on your back.**

**Review information on work-related injuries.**

**Refer participants to Job Aid 11.6, Form CA-10, *What a Federal Employee Should Do When Injured at Work* in the Employee Reference Guide page 43.**

As First-Class Mail declines, our package business grows. The increase in packages may lead to an increase in musculoskeletal disorders (MSDs) from lifting, pulling and reaching. MSDs are injuries or illnesses that can be the result of wear and tear on your body. The pain from an MSD comes and goes and at some point, may interfere with your ability to do the job. Persistent, lingering pain in the muscles or joints may be a symptom of an MSD, such as carpal tunnel syndrome, rotator cuff tear, or a pinched nerve. Be aware of the motions that aggravate the symptoms and report the condition to your supervisor.

The goal of ergonomics is to reduce stress and eliminate musculoskeletal disorders associated with the overuse of muscles, tendons and ligaments. Ergonomics adapts the job and work environment to eliminate or reduce twisting, reaching, bending, lifting, working with vibrating equipment and other repetitive motions. Ergonomics is about designing and arranging tasks, workspaces, controls, displays, tools, lighting and equipment so people can use them easily and safely.

Ergonomic Stretching Programs – Creating a work athlete program that stresses the importance of stretching throughout the day will help our workforce recognize these hazards and have the tools necessary to prevent injury. Additional ergonomic tools are also available to our employees. These tools range from reach poles to sit/stand stools to hamper lifts, all designed to reduce the repetitive or stressful body motions used in the course of a day. Our work methods are designed with ergonomics in mind. We stress rotation of activities in order to allow the muscles to rest between functions.

Wellness Programs – The safety of our employees extends to the home as well as the workplace. Wellness is an active, life-long process in which the individual becomes aware of and makes positive decisions toward a lifestyle that improves their overall well-being. It is the philosophy of the USPS that in order to reach optimal health, a balance of physical, emotional, social, intellectual, occupational, and spiritual health is required. The Postal Service strives to provide a national standardized wellness program that facilitates a healthy lifestyle. Strategies utilized to encourage the employee to make lifestyle changes include health education, tools for behavior modification, and the creation of an environment that supports good health maintenance.

## ***Work-Related Injuries***

When an accident or injury occurs, it should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment, as well as damage to medical braces, artificial limbs and other prosthetic devices. If medical treatment is required for your injury, you will be provided medical care.

## Job Aid 11.6 Form CA-10, What a Federal Employee Should Do When Injured at Work

### What A Federal Employee Should Do When Injured At Work



#### Report to Supervisor

Every job-related injury should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment as well as damage to medical braces, artificial limbs and other prosthetic devices.

#### Obtain Medical Care

Before you obtain medical treatment, ask your supervisor to authorize medical treatment by use of form CA-16. You may initially select the physician to provide necessary treatment. This may be a private physician or, if available, a local Federal medical officer/hospital. Emergency medical treatment may be obtained without prior authorization. Take the form CA-16 and form OWCP-1500/HCFA-1500 to the provider you select. The form OWCP-1500/HCFA 1500 is the billing form physicians must use to submit bills to OWCP. Hospitals and pharmacies may use their own billing forms. On occupational disease claims form CA-16 may not be issued without prior approval from OWCP.

#### File Written Notice

In traumatic injuries, complete the employee's portion of Form CA-1. Obtain the form from your employing agency, complete and turn it in to your supervisor as soon as possible, but not later than 30 days following the injury. For occupational disease, use form CA-2 instead of form CA-1. For more detailed information carefully read the "Benefits ..." and "Instructions ..." sheets which are attached to the Forms CA-1 and CA-2.

#### Obtain Receipt of Notice

A "Receipt" of Notice of Injury is attached to each Form CA-1 and Form CA-2. Your supervisor should complete the receipt and return it to you for your personal records. If it is not returned to you, ask your supervisor for it.

#### Submit Claim For COP/Leave and/or Compensation For Wage Loss

If disabled due to traumatic injury, you may claim continuation of pay (COP) not to exceed 45 calendar days or use leave. A claim for COP must be submitted no later than 30 days following the injury (the form CA-1 is designed to serve as a claim for continuation of pay). If disabled and claiming COP, submit to your employing agency within 10 work days medical evidence that you sustained a disabling traumatic injury. If disabled beyond the COP period, or if you are not entitled to COP, you may claim compensation on form CA-7 or use leave. If disabled due to occupational disease, you may claim compensation on form CA-7 or use leave. A claim for compensation for disability should be submitted as soon as possible after it is apparent that you are disabled and will enter a leave-without-pay status.

The Federal Employees' Compensation Act (FECA) is administered by the U.S. Department of Labor, Office of Workers' Compensation Programs (OWCP). Benefits include continuation of pay for traumatic injuries, compensation for wage loss, medical care and other assistance for job-related injury or death. For additional information about the FECA, read pamphlet CA-11, "When Injured at Work" or Federal Personnel Manual, Chapter 810, Injury Compensation, available from your employing agency. The agency will also give you the address of the OWCP Office which services your area.

#### Post on Employees' Bulletin Board

U.S. Department of Labor  
Office of Workers' Compensation Programs



U.S. GOVERNMENT PRINTING OFFICE: 1981 5488-435

Form CA-10  
Rev. Aug. 1987

# ***Safety Training***

## **Safety Orientation Training Worksheet**

**Facilitator: Show slide 11-26, Safety Orientation Training Worksheet. Review each topic currently listed on the Safety Awareness Training Checklist.**

**Local and site-specific safety training should be conducted at their work units as mentioned throughout the module.**

**Refer participants to Job Aid 11.7, *Safety Awareness Training Checklist*, in the Employee Reference Guide page 44.**

A manager or supervisor at your new location will familiarize you with any site-specific safety and health information necessary for you do to your job. This may include applicable Job Safety Analyses (JSAs). JSAs are used to define tasks and potential hazards to performing your job safely. Using the Safety Orientation Awareness Training Worksheet, you will receive training and policies for your new work site. Ask questions and secure answers if unclear about any information provided.



## Job Aid 11.7, Safety Orientation Awareness Training Worksheet



### Safety Orientation Awareness Training Worksheet

Area	PC	Facility	Fiscal Year

Employee Name				Supervisor Name	
Criteria	Yes	No	N/A	Date Completed	Comments
Emergency Evacuation Plan (Earthquake, Tornado, Hurricane, Suspicious Packages in the Mail, Shelter in Place, Bomb Threat)					
Fire Prevention Plan					
JSA Review for Jobs Employees will perform					
Accident Reporting Requirement					
Employee Rights and Responsibilities					
Using PS Form 1767					
Using PS Form 4707 (Red Tag)					
The Accident Reduction Plan					
Backing Policy					
Policy of Dismounting Vehicles					
Hazard Communication Awareness					
Hazardous Materials Spill and Leak Awareness					
Lockout Awareness					
Confined Space Awareness					
Asbestos Awareness					
Lead Containing Material Awareness					

## ***Safety and You!***

**Facilitator: Show slide 11-27, Safety and You!**

**Click the link on slide 11-27 to play the audio file, I pledge Safety. You may have to open the downloaded file for it to play.**

**Review the I pledge safety audio file.**

**Ask participants to share any questions they have about keeping safe in the Postal Service. Challenge them to get all their safety questions answered in orientation, training, and upon arrival at the work unit.**

You are responsible for performing your duties in the safest possible manner at all times. Making the decision to work safely can be as critical as life and death for you, your family, your co-workers, and for the Postal Service. Let good safety habits extend beyond the workplace.

For example, decide:

- I choose to lift safely at work and home because I know that if I get injured it means I am less effective at home with family. It means that our customers suffer because I'm not there to provide good service.

Work-related injuries cause time away from your job and loss of production, but more importantly, they impact your family by taking time away from important activities and events. So, work safely for the most important people in your life – you and your family!

## Summary

**Facilitator: Show slide 11-28, Summary. Review and briefly discuss the topics presented within the module.**

- The Postal Service is committed to providing its employees and customers a safe and healthy environment.
- The Postal Service has established several safety-related programs focused on improving workplace safety to comply with OSHA rules.
- Observing safe working practices and Postal Service safety rules is a primary responsibility of all Postal Service employees.
- The USPS Safety Program is focused on preventing accidents, eliminating hazards, and taking steps to ensure that we have safe work practices as our business changes and grows.
- You are responsible for performing your duties in the safest possible manner at all times.
- If you have questions regarding how to perform you safely or Safety in the workplace, you have resources in your office who can help you. Speak with your Postmaster, Supervisor, Manager or Safety Ambassador.

Always remember, Safety Depends on Me.

# Module 12: Equal Employment Opportunity (EEO)

## Objectives:

Upon completion of this module, you will be able to:

- Identify the EEO laws and explain how the complaint process works for the United States Postal Service (USPS).
- Recall REDRESS for conflict resolution.
- Recognize workplace harassment and employee rights.
- Identify the No FEAR Act and its purpose.

## Time Allocated for Module:

- 90 minutes

## Instructional Methods:

- Lecture

## Participant Material Used:

- Employee Reference Guide
  - Poster 72, *Equal Employment Opportunity is the Law*
  - Poster 159, *Workplace Harassment, Know Your Rights! Take Responsibility!*

## Media Required:

- Computer/LCD projector
- Orientation Media DVD
- Rip Chart (optional)



## ***Introduction***

**Facilitator:** Prior to presenting this module, invite an EEO representative to address the class.

**Facilitator:** Show slide 12-1, Module 12: Equal Employment Opportunity (EEO).

**Facilitator:** Show slide 12-2, Objectives. Review and discuss the objectives and topics covered in this module.

## ***EEO Laws***

**Facilitator:** Show slide 12-3, EEO Laws. Review Equal Employment Opportunity Laws.

Laws enforced by the Equal Employment Opportunity Commission (EEOC), make it illegal to discriminate against employees or applicants for employment based on:

- Race
- Color
- Religion
- Genetic information
- National origin
- Sex (including pregnancy, sexual orientation, gender identity including transgender status and gender stereotypes)
- Age (40+)
- Physical or mental disability
- Retaliation for involvement in protected EEO activity

In addition, a person who files an EEO complaint, participates in an investigation of an EEO complaint, or opposes an employment practice made illegal under any of the statutes enforced by the EEOC is protected from retaliation.

If you, as a USPS employee or applicant, believe you have been discriminated against due to one of the above categories, you have the right to file an EEO complaint with the Postal Service.

It is also the policy of the Postal Service to prohibit discrimination or harassment based on age, genetic information, sexual orientation, marital status, status as a parent and past, present, or future military service.

**Facilitator: Show slide 12-4, Options. Review the EEO pre-complaint process REDRESS, and the formal complaint process.**

**Refer participants to Job Aid 12.1, Poster 72, *Equal Employment Opportunity is the Law* in the Employee Reference Guide page 45.**

You must first take part in the EEO pre-complaint process before filing a formal EEO complaint. The pre-complaint process advises you of your rights and responsibilities under the EEO process and attempts to resolve the matter informally.

Any employee who feels they have been a victim of discrimination or retaliation can contact the Postal Service Equal Employment Opportunity (EEO) Office by using the online Postal Service EEO efile application or by mail within 45 calendar days of the alleged discriminatory action, or in the case of a personnel action, within 45 days of the effective day of the action. An employee also can contact the EEO Office more than 45 days after an alleged discriminatory action if (a) she did not know about the action when it occurred, and (b) she files within 45 days of the time she knew or reasonably should have known it occurred. Employees can request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>. After registering, the employee is able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, an employee may request EEO counseling by mail by providing their name, Social Security or employee identification number, address and telephone number to:

NEEOISO – EEO CONTACT CENTER

PO BOX 21979

TAMPA FL 33622-1979

Specific information about the EEO pre-complaint process can be found in Publication 133, *What You Need to Know About EEO*.

## REDRESS – Conflict Resolution Process

REDRESS: Resolve Employment Disputes, Reach Equitable Solutions Swiftly. REDRESS is an alternative dispute resolution process that allows the involved parties to discuss your complaint with help from a professionally trained mediator. These mediators are not USPS employees, and they help the parties identify the core issues of the dispute and explore possible solutions.

REDRESS participation is voluntary and may be done on the clock. The Postal Service pays mediator costs, and all discussion is kept confidential by the mediator.

For more information on the REDRESS process, see Publication 133, *What You Need to Know About EEO*.

## Formal EEO Complaint Process

If you decide to file a formal EEO complaint, your identity is not kept confidential during the formal complaint process.

Complaints must be put in writing and signed. If you are represented by an attorney, he or she may sign the complaint instead. If someone who is not an attorney represents you, you must sign the complaint yourself and designate your representative in writing.

EEO complaints against the Postal Service must be filed with the Postal Service. Use PS Form 2565, *EEO Complaint of Discrimination in the Postal Service*, to file a formal EEO complaint.

The EEO complaint investigator typically completes the investigation within 180 calendar days of the date the complaint was filed, unless you and the USPS voluntarily agree in writing to extend the time up to an additional 90 calendar days.

The EEO complaint investigator takes testimony from relevant persons under penalty of perjury. Your appointed representative may help draft the language for your affidavit, but only you can sign it. Your statement must be true and correct. There are penalties for making false statements.

Providing information that an EEO complaint investigator requests is mandatory for you and any USPS employee witnesses. If you do not provide the requested information, your complaint may be dismissed.

When the investigation is complete, you will receive a copy of the investigative file and a notice explaining your options. The notice explains that within 30 calendar days of the date you receive the investigative file, you may request a hearing before the EEOC or a final USPS Final Agency Decision (FAD) without a hearing based on the EEO case file.



For more information on the EEO formal process, see Publication 133, *What You Need to Know About EEO*.

## **Job Aid 12.1, Poster 72, *Equal Employment Opportunity is the Law***

# **EQUAL EMPLOYMENT OPPORTUNITY IS THE LAW**

Federal law requires the Postal Service™ to afford equal employment opportunity to employees and applicants for employment regardless of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification. Employment discrimination or retaliation for engaging in an EEO-protected activity is prohibited.

## **How to Begin the EEO Process**

**Who** If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination.

**When** You must bring individual and class action complaints to the attention of the EEO office by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you knew or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

**How** **Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>**

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO — EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979

## **What Will Happen**

An EEO professional will contact you. The EEO professional will look into your problem and try to help the parties reach a resolution within 30 days. If the parties are unable to agree on a resolution, and you agree to extend the time period, the precomplaint processing period will be no longer than 90 calendar days.

As an alternative to traditional counseling, the Postal Service may offer mediation as a part of the EEO process. If the matter is not resolved by the conclusion of the counseling process, or if the matter is mediated without resolution, the EEO professional will advise you of the procedures for filing a formal complaint.

You may request that your name not be disclosed during the counseling portion of the EEO complaint process.

**NOTE:** If you request EEO counseling via mail, a package of EEO information and forms will be sent to you. After you complete and return the applicable forms to the address provided, an EEO professional will contact you.

Poster 72, November 2018  
PSN 7690-03-000-9326



## Age Discrimination in Employment Act Cases

**Facilitator: Show slide 12-5, Age Discrimination in Employment Act Cases. Review Age Discrimination in Employment Act cases information.**

If you believe that you have been discriminated against based on age (40 years or older), you have the right to either: (1) file a formal EEO complaint under the EEO administrative complaint processing procedures, or (2) bypass the EEO administrative complaint processing procedures and file a civil action in the appropriate United States District Court pursuant to the Age Discrimination in Employment Act (ADEA).

## Equal Pay Act Cases

**Facilitator: Show slide 12-6, Equal Pay Act Cases. Review Equal Pay Act cases information.**

You may file an Equal Pay Act (EPA) wage discrimination lawsuit in a court of competent jurisdiction without filing a sex-based administrative complaint under the EPA or Title VII. Alternatively, you may choose to file a sex-based administrative complaint of wage discrimination with the Postal Service under the EPA, Title VII, or both.

## Mixed EEO and Merit Systems Protection Board Cases

**Facilitator: Show slide 12-7, Mixed EEO and Merit Systems Protection Board Cases. Review Mixed EEO and Merit Systems Protection Board cases information.**

### Definition of a Mixed Case

A mixed case occurs when an employee has an action that is appealable to the Merit Systems Protection Board (MSPB) and also is appealable through the EEO complaint process because the employee claims the action was taken as the result of discrimination based on race, color, religion, genetic information, national origin, sex, age (40+), physical or mental disability or in retaliation for involvement in protected EEO activity. If you have a mixed case, you have the option of filing a mixed-case appeal with the MSPB or filing a mixed-case EEO complaint with the Postal Service, but not both.

### Examples of Mixed Cases

The following actions are appealable to the MSPB by Postal Service employees:

- Failure to restore to duty after full or partial recovery from a compensable work-related injury.
- Adverse personnel action against an employee with 1 or more years of continuous service in the same or similar position and who is one or both of the following:
  - Eligible for veterans' preference.
  - An employee covered by Public Law 100-90, Postal Employee Appeal Rights Act of 1987, which includes postmasters, employees in supervisory positions, a limited group of management employees, and some employees in confidential positions.
  - Adverse personnel actions include:
    - Suspension of more than 14 days
    - Reduction in grade, pay, or both
    - Furlough of 30 days or less
    - Constructive discharge
    - Removal
    - Reduction in force (only if the employee is a preference eligible)

If any of these actions occurred and you believe the Postal Service acted because of discrimination, you have a mixed case.

### **Withdrawals and Settlements**

**Facilitator: Show slide 12-8, Withdrawals and Settlements. Review Withdrawals and Settlements information.**

You may withdraw or settle a complaint at any stage of the process.

### Withdrawing a Complaint

If you decide to withdraw a complaint, the withdrawal must be in writing, dated, and signed. If you are withdrawing your complaint during the pre-complaint process, mail, scan, or fax your written withdrawal to the EEO ADR Specialist who counseled you. You may also use PS Form 2564-C, *Withdrawal of Complaint of Discrimination*. If you withdraw your complaint during the formal complaint process, you may also use PS Form 2565-A, *Withdrawal of Formal Complaint of Discrimination*. You must mail your withdrawal to the following address:

NEEIOSO  
U.S. POSTAL SERVICE  
PO BOX 21979  
TAMPA FL 33622-1979

### Settling a Complaint

Postal Service practice is to settle complaints informally through good faith negotiation and mutual agreement whenever possible and practicable. When you agree to settle a complaint, you are agreeing that you have received something that has value to you – in other words, something that has merit, desirability, or importance to you.

If you wish to do so, you may seek the advice of an attorney or other qualified representative before you agree to settle your EEO complaint. If you agree to settle a complaint based on one or more stipulations, these must be written down, agreed on, and signed both by you and a management designee. Keep in mind that settlements based on stipulations may be considered partial agreements and may not be accepted or close the entire complaint. EEOC regulations specify the procedures to follow if either party comes to believe the settlement agreement has been breached. Read the EEOC settlement agreement procedures for further information or consult the EEO office.

## ***Understanding, Preventing, and Reporting Harassment***

**Facilitator: Show slide 12-9, Understanding, Preventing and Reporting Harassment. Review information on understanding, preventing, and reporting harassment.**

**Refer participants to Job Aid 12.2, Poster 159, *Workplace Harassment, Know Your Rights! Take Responsibility!* in the Employee Reference Guide page 46.**

You have the right to work in an environment free of harassment.

The Postal Service is committed to providing our employees with a safe, productive, and inclusive workplace. To achieve a workplace free of harassment, the Postal Service wants to make sure that every employee knows what harassment is, what to do if it happens, and what they can do to prevent it. These topics are covered in Publication 553, *Employee's Guide to Understanding, Preventing, and Reporting Harassment*.

Violation of the Postal Service Policy on workplace harassment may result in disciplinary action up to and including removal. See Employee and Labor Relations Manual (ELM) 660, *Conduct* and 670, *Diversity, Equal Employment Opportunity, and Affirmative Employment* regarding the Postal Services' policies and standards of conduct.



## Job Aid 12.2, Poster 159, Workplace Harassment, Know Your Rights! Take Responsibility!

### WORKPLACE HARASSMENT KNOW YOUR RIGHTS! TAKE RESPONSIBILITY!

#### ELIMINATING WORKPLACE HARASSMENT

The United States Postal Service® is committed to providing a work environment free of harassment or other inappropriate conduct based upon race, color, religion, sex (including pregnancy, sexual orientation, and gender identity including transgender status), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future), or in reprisal for an employee or applicant's complaint about or opposition to discrimination or participation in any process or proceeding designed to remedy discrimination.

The Postal Service workplace must be one in which all employees are treated with dignity and respect by supervisors, subordinates, and coworkers. Supervisors and managers will take prompt action to prevent, address, and remedy workplace conduct that is contrary to this policy.

#### STOPPING INAPPROPRIATE BEHAVIOR

Inappropriate behavior in the workplace, even if it does not meet the legal definition of harassment, undermines morale and violates the Postal Service's policies and standards of conduct. The Postal Service may use disciplinary action even if the conduct does not rise to the level of harassment as defined under the law as such conduct violates Postal Service policy and will not be tolerated. The Postal Service owes its employees a safe, productive, and inclusive workplace and will tolerate nothing less.

#### WORKPLACE HARASSMENT IS AGAINST THE LAW

Under federal antidiscrimination laws, harassment is defined as unwelcome verbal or physical conduct that demeans or shows hostility or aversion toward an individual or group of individuals. Employees will be subject to

disciplinary action, up to and including removal, for engaging in harassing behavior such as, but not limited to:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Making derogatory comments relating to or arising out of a person's military service.
- Complaining about a person's absence to perform military service.
- Making or threatening to make employment decisions based on an employee's submission to, or rejection of, sexual advances or requests for sexual favors.
- Deliberate or repeated unsolicited remarks with a sexual connotation, or physical contact of a sexual nature that is unwelcome to the recipient.
- Behavior that creates a sustained hostile or abusive work environment so severe or pervasive that it unreasonably interferes with or changes the conditions of one's employment.

#### OBLIGATION TO REACT PROMPTLY

Postal Service employees who believe that they are the victims of workplace harassment or inappropriate conduct, or who have witnessed such harassment, should bring the situation to the attention of any one of the following:

- Their immediate supervisor or manager.
- Any supervisor or manager.
- The manager, Human Resources.
- A union representative or coworker who will speak to a manager on the employee's behalf.
- A special agent of the Office of Inspector General.

#### CONFIDENTIALITY

The Postal Service, to the extent possible, protects the confidentiality of an employee's workplace harassment complaint.

#### WHAT THE POSTAL SERVICE REQUIRES OF MANAGERS AND SUPERVISORS

Any manager or supervisor who receives a complaint must act to stop any inappropriate behavior, ensure that a prompt and thorough investigation is conducted, and ensure that the harassing or inappropriate conduct does not persist—even if the behavior does not rise to the legal definition of harassment.

#### MANAGEMENT INQUIRY

All managers and supervisors must follow the Management Inquiry Process materials available in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*, when a complaint is brought to their attention. If workplace harassment or inappropriate conduct is found, managers must take prompt and appropriate remedial action.

#### ADDITIONAL RELIEF

In addition, you can seek relief through:

- The EEO complaint process;
- Grievance arbitration procedures established through the collective bargaining agreements with the unions; and
- The appeal procedures for employees not subject to the provisions of the collective bargaining agreement, as described in the *Employee and Labor Relations Manual (ELM)*, 650.

If you elect to pursue an EEO complaint, you must request EEO counseling through the online Postal Service EEO efile application at <https://efile.usps.com>. Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification

number, address and telephone number to:

NEEOISO – EEO Contact Center  
PO Box 21979  
Tampa, FL 33622-1979

You must request counseling within 45 days of the act or acts giving rise to the claim in order to preserve your rights under federal law. You also have a right to pursue a complaint involving employment matters covered by USERRA to the Department of Labor, Veterans Employment and Training Service, by calling toll free: 1-866-4-USA-DOL. If you are deaf or hard of hearing, you can call toll free: 1-877-889-5627. You may also file a complaint with the Merit Systems Protection Board electronically at <https://e-appeal.mspb.gov>.

#### CRIMINAL MISCONDUCT

Report any possible criminal misconduct, sexual or otherwise, to local law enforcement and Postal Management. Report any physical assault, threat of a physical assault or stalking to the Postal Inspection Service. Report any threatening or harassing communications or obscene or indecent images and materials, which are transmitted through the use of any electronic device, computer or the Internet, to the Office of Inspector General.

#### RETALIATION IS ILLEGAL

Retaliation against employees who raise a claim of workplace harassment, report inappropriate conduct, or provide evidence in any investigation is illegal and can result in disciplinary action.

#### ZERO TOLERANCE

The Postal Service will not tolerate any workplace harassment or other inappropriate conduct based on race, color, religion, sex (including sexual orientation, gender identity, and gender stereotypes), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future) or in reprisal for prior EEO or USERRA activity.

Poster 159, November 2018, PSN 7690-07-000-7099



## Harassment

**Facilitator: Show slide 12-10, Harassment. Review information on defining harassment.**

Harassment is not always easy to define. What one person might think of as harassing behavior, another may think of as kidding or joking around, or if the harassment is sexual in nature, as mild, inoffensive flirtation. Harassment may consist of words, actions, or most often, a combination of the two. It can range from the display of derogatory cartoons to the crime of rape. The victim may not be the person who is harassed but may be anyone who hears or witnesses the offensive conduct and is affected by it.

Under federal antidiscrimination law, harassment is defined as unwelcome verbal or physical conduct that demeans or shows hostility or aversion toward an individual or group of individuals because of their race, color, religion, sex, genetic information, national origin, age (40+), mental or physical disability, or in retaliation for EEO activity. To be considered harassment under the law, the behavior must also:

1. Result in an intimidating, hostile, offensive work environment
2. Unreasonably interfere with an individual's work performance
3. Otherwise adversely affect an individual's employment opportunities

Harassment under the law is unwelcome conduct based on race, color, religion, sex, genetic information, national origin, age (40+), mental or physical disability, or in retaliation for prior EEO activity that, in its totality, alters the terms, conditions, and privileges of employment, thereby violating the antidiscrimination laws. In addition, Postal Service policy forbids harassment based on sexual orientation, gender identification, or gender stereotypes.

Examples of harassment might include:

- Making offensive or derogatory comments, nicknames, or slurs
- Engaging in negative stereotyping
- Engaging in physically threatening, intimidating, or humiliating actions

Harassment may also include circulating written or graphic material (by paper or email or making it viewable in the workplace) that belittles or shows hostility or aversion toward an individual or group.

To be considered harassment under the law, the conduct must be so objectively offensive that it changes the conditions of the victim's employment. The EEOC describes two types of harassment that change the conditions of employment: (1) harassment that results in a tangible employment action (often called quid pro quo); and (2) harassment that is so severe or pervasive that it creates a hostile work environment.

Sexual harassment includes obvious things such as an invitation to have sex in exchange for favors or unwelcome intimate touching, patting, or grabbing. It can also include less obvious behaviors such as making repeated comments about a person's appearance. Other behaviors – such as brushing up against someone, displaying sexually explicit pictures or emails, and making frequent sexual comments or jokes – may also constitute sexual harassment.

Rape or other actions involving physical violence, force, or coercion are also criminal offenses. Report these immediately to law enforcement agencies and the Postal Inspection Service.

**Facilitator: Show slide 12-11, Types of Harassment.  
Review information on types of harassment.**

### Tangible Employment Action

Tangible Employment Action means something for something, and it usually involves sexual harassment. The harassment of a subordinate by someone with supervisory authority results in a tangible employment action. A tangible employment action is an action that significantly changes an employee's employment status, such as hiring, firing, promoting, demoting, changing work assignments, and reassigning an employee. Examples of tangible employment action harassment are:

- A supervisor fires or demotes a subordinate because he or she rejects the supervisor's demands.
- A supervisor promotes a subordinate because he or she submits to the supervisor's sexual demands.

Tangible employment action harassment is the use of power and authority to alter an employee's job conditions or economic benefits because the employee or applicant either submits to or refuses to submit to the unwelcome demands of the person in authority.



If the employee does not submit to the demand and the manager, postmaster, or supervisor then carries out the threat so that a tangible employment action (such as demotion, denial of promotion, or discharge) results, it is a tangible employment harassment action. However, even if the threat is not carried out, the statement could still constitute a hostile work environment. Just the threat of a tangible employment action could constitute hostile environment harassment.

### Hostile Environment Harassment: Crossing the Line

Hostile environment harassment is most often defined as a pattern of continuing unwelcome behavior that unreasonably interferes with an employee's work performance or that creates an intimidating, hostile, or offensive work environment.

Because the law does not provide a bright line rule about exactly what comments and behaviors constitute harassment, the totality of the conduct must be evaluated from the perspective of a reasonable person. It is that objective standard that guides the determination of harassment rather than only the particular employee's actual reaction.

Examples of behavior that could result in a finding of hostile environment harassment include:

- Using racially derogatory words, phrases, or nicknames
- Telling jokes or stories with national origin themes
- Displaying posters or symbols offensive to individuals of a certain race, sex, national origin, religion, etc.
- Making derogatory or intimidating references to an employee's mental or physical impairment
- Applying pressure for dates
- Making offensive remarks about a person's looks, clothing, or body parts
- Whistling or catcalling
- Using sexual innuendo
- Spreading false rumors about a person's sex life
- Blocking a person's path
- Following a person continually (stalking)

A single incident, unless it is severe, generally does not constitute harassment. The conduct must be severe or continuing and pervasive. Factors considered in a legal determination of hostile environment harassment include frequency of the discriminatory conduct, its severity, whether it was physically threatening or humiliating, and whether it unreasonably interferes with work performance.

The exception is conduct that is extremely severe, such as physical assault, which can constitute an abusive work environment the first time it happens.

Employees should not, and managers must not, tolerate inappropriate behavior in the workplace. The Postal Service does not condone inappropriate behavior.

**Facilitator: Show slide 12-12, Recognizing Harassment. Review information on protection from harassment.**

### Protection From Harassment

All employees are protected from harassment based on their race, color, religion, sex (including sexual orientation, gender identity, gender stereotypes and pregnancy), national origin, age (40+), mental or physical disability, genetic information, uniformed military service (past, present, or future), or in retaliation for prior EEO activity. Both men and women are protected from sexual harassment by the opposite or the same sex. In addition, Postal Service policy forbids harassment based on sexual orientation, gender identification, or gender stereotypes.

### How to Tell If Your Behavior Amounts to Harassment

Sometimes actions intended as innocent and fun may be perceived as harassing behavior. The line between harassment and overly friendly actions or joking around is often a fine one. The important distinction is that harassment is unwelcomed. Also, keep in mind that your behavior may offend someone other than the person to whom it is directed.

The workplace should not be a place where people are subjected to offensive comments, actions, or behavior. Be alert for signs, verbal or nonverbal, that your behavior is unwelcome. If you are unsure, consider asking.

### Inappropriate Behavior

Inappropriate behavior in the workplace, even if it does not rise to the legal definition of harassment, may violate the Postal Service's policies and/or standards of conduct. Inappropriate behavior often leads to incidents of harassment. Make sure that your behavior does not offend anyone.

If you are offended by someone else's behavior, report the behavior to your supervisor, manager, Human Resources, union representative, or coworker who will speak to a manager on the employee's behalf, or a special agent of the Office of Inspector General, so that it can be addressed. If the offending person is your supervisor or manager, report the behavior to another supervisor or manager, or any of the individuals mentioned above.

## **Preventing Harassment**

**Facilitator: Show slide 12-13, Preventing Harassment. Review information on preventing harassment.**

### What Supervisors and Managers Can Do to Prevent Harassment.

The law requires employers to take reasonable steps to end harassment in the workplace and remedy the situation when harassment is found.

Managers or supervisors who receive information regarding a situation that may involve harassment are required to:

- Conduct a thorough inquiry (or ensure that the information reaches a manager or supervisor who has the authority to conduct the inquiry)
- Determine if the employees involved need to be moved apart
- Take prompt action to put an end to the harassment
- Follow up with corrective action when appropriate

If you believe that a person to whom you have reported harassment has not taken prompt action, discuss the matter with another appropriate person. Even if you use the EEO complaint process or another process, USPS management is still required to address your report of workplace harassment.

All managers and supervisors should follow the Management Inquiry Process materials available in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*, when a complaint is brought to their attention. If workplace harassment or inappropriate conduct is found to exist, managers must take prompt and appropriate action.

### What Employees Can Do to Prevent Harassment

You can help stop harassment in the workplace by the following actions:

- Do not condone harassment or inappropriate behavior by participating in the activity or remaining silent.
- Do not ignore teasing, jokes, remarks, or questions directed at you or at others that may be hurtful, inappropriate, or illegal.
- Ask the person or persons doing the harassing or behaving inappropriately to stop, even if the behavior is not directed at you.
- Report harassing behavior to your immediate supervisor or manager, another supervisor or manager, or the manager of Human Resources.

Help is available. Do your part. Take appropriate action.

## **Responding to Harassment**

**Facilitator: Show slide 12-14, What TO DO IF Harassed. Review information on responding to harassment.**

### *First, Tell the Harasser to Stop!*

Sometimes, people are unaware that their behavior is offensive or harassing until it is brought to their attention. Communicating your belief that the behavior is offensive and making clear that you want it to stop may be sufficient to end the offensive or harassing behavior. Reminding people that harassment is illegal or inappropriate behavior can also help to reinforce your message.

If you are not comfortable confronting the harasser alone, ask a friend, union representative, or a trusted coworker to help you talk to the harasser. However, you are not required to tell the harasser to stop prior to reporting the matter to those in authority.

### *Second, Report It!*

Whether or not you get the harasser to stop, report harassing behavior to those in authority who are responsible for stopping the harassment and who will make a record of it. You can write or just talk to any of the following:

- Your immediate supervisor or manager
- Any supervisor or manager
- The manager of Human Resources
- A Postal Inspector when you believe that criminal misconduct is involved

If you are uncomfortable making a report yourself, you can ask a union representative or a coworker to speak to a manager on your behalf. The Postal Service will protect the confidentiality of harassment complaints to the extent possible.

Once reported, it is management's responsibility to act to stop any inappropriate behavior, investigate, and ensure that harassing or inappropriate conduct does not occur – even if the behavior does not rise to the legal definition of harassment.

Keep a written record of everyone you speak to about the incident(s), including supervisors and witnesses and the dates you spoke to them.

The Employee Assistance Program (EAP) is available to give you emotional support for problems that may result from being harassed. Contact an EAP counselor at 800-EAP-4-YOU (800-327-4968).

You also have the right to pursue a complaint through the EEO process. If you choose to do so, you must contact the EEO Centralized Intake Center within 45 days of the act or acts giving rise to the claim.

Employees can request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>. After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO – EEO CONTACT CENTER

PO BOX 21979

TAMPA FL 33622-1979

Your filing must be timely, or you could lose your right to pursue your complaint under federal law.

Bargaining unit employees may also seek relief through grievance-arbitration procedures. Some non-bargaining unit employees may also use the grievance procedures described in ELM 652.3, *Other Appealable Actions*.

### Why You Need Not Fear Retaliation

Retaliation against an employee who raises a claim of harassment, reports inappropriate conduct, or provides evidence in an investigation is illegal and will not be tolerated. As a Postal Service employee, you need to understand that you are protected. Report retaliation to a supervisor, manager, or the manager of Human Resources.

You may also initiate an EEO complaint by contacting the EEO Centralized Intake Center, via the online Postal Service EEO efile application or by mail, to begin the EEO counseling process. Bargaining unit employees may also seek relief through the grievance-arbitration procedures. Some non-bargaining unit employees may also use the grievance procedures described in ELM 652.4, *Other Appealable Actions*.

### When Harassment Becomes Assault

If you believe you are the victim of a criminal assault, sexual or otherwise, contact local law enforcement and the Postal Inspection Service and seek immediate medical attention.

### Contractors, Vendors, and Other Third Parties

Just as the Postal Service will not tolerate harassment by or against its employees, it will also not tolerate harassment by or against anyone in the workplace, including contractors, vendors, and other third parties who may be in the workplace only temporarily. If you feel you are being harassed, you should report the incident to a supervisor, manager, or the manager of Human Resources.

## **No FEAR Act**

**Facilitator: Show slide 12-15, No FEAR Act. Review information on the No Fear Act.**

The Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002, Public Law 107-174, which is now known as the No FEAR Act, became effective October 1, 2003. This law seeks to decrease violations of antidiscrimination laws by increasing the accountability of federal agencies for violations of those laws. Among other things, it requires federal agencies to reinvigorate their longstanding obligation to provide a work environment free of discrimination (on the grounds of race, color, religion, sex, national origin, age [40 or older], disability, marital status, individual genetic information, political affiliation), and retaliation.

Additional obligations contained in the No FEAR Act require federal agencies to:

- Provide annual notice to employees, former employees, and applicants for federal employment concerning the rights and remedies applicable to them under the employment discrimination and whistleblower protection laws.
- Provide training (no less than every two years) to its employees, including managers, regarding the rights and remedies available under the employment discrimination and whistleblower protection laws.
- Submit to Congress, EEOC, the Department of Justice, and OPM, an annual report on the agency's efforts to improve compliance with the employment discrimination and whistleblower protection laws.
- Post quarterly on its public web site a summary statistical data pertaining to EEO complaints.

Federal employees are said to have personnel authority when they participate in making decisions that relate to appointments, promotions, discipline, transfer, reassignments, reinstatements, pay, benefits, training, change in duties, responsibilities, or other employees' working conditions.

The No FEAR Act requires that federal employees receive notice of specified personnel practices that are prohibited by certain federal laws. While all of these laws do not apply to the Postal Service, similar provisions can be found in Section 666 of the Postal Service's Employee and Labors Relations Manual (ELM). Specifically, the Postal Service is not subject to the prohibitions listed in 5 USC Section 2302(b) (2) and (9).

As a Postal Service employee, you must actively ensure that the rights protected by federal law and Postal Service Regulations are not violated. This can be done by avoiding prohibited personnel practices. Prohibited personnel practices include the following:

- Discriminating against protected classes
- Improperly influencing employment recommendations
- Coercing political activity
- Engaging in nepotism
- Engaging in retaliation for whistleblowing
- Retaliating against employees who exercise their rights
- Improperly influencing an applicant to withdraw from competition for a position
- Improperly exercising influence to benefit or harm a particular employee
- Intentionally obstructing someone from competing for employment
- Discriminating on the basis of conduct that is not job related
- Violating the merit system principles

It is the view of the Equal Employment Opportunity Commission (EEOC) that if any federal employee becomes a victim of unlawful discrimination or retaliation, that employee has the right to seek a remedy.

Postal Service employees covered by a collective bargaining agreement may file grievances regarding wages, hours and working conditions in accordance with the provisions of the applicable agreement. Non-bargaining, non-probationary employees may use the appeal procedures under the provisions in Part 652 of the ELM.

Allegations of reprisal for the release of information as set forth in the ELM section 666.18 prohibited practices, raised by any USPS employee should be addressed to the USPS Office of the Inspector General.

There are several remedies available through the complaints procedure:

- Being returned to the role he or she would have occupied if the discrimination hadn't occurred
- Payment of compensatory damages
- Awarding attorney's fees, interest, expert witness fees, and other costs
- Reimbursement for lost benefits, and
- Ending the discrimination involved to prevent further harm



Any employee who feels he or she has been a victim of discrimination or retaliation can contact the Postal Service Equal Employment Opportunity (EEO) Office by using the online Postal Service EEO efile application or by mail within 45 calendar days of the alleged discriminatory action, or in the case of a personnel action, within 45 days of the effective day of the action. An employee also can contact the EEO Office more than 45 days after an alleged discriminatory action if (a) he or she did not know about the action when it occurred, and (b) he or she files within 45 days of the time she knew or reasonably should have known it occurred. An employee can request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>. After registering, the employee will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, an employee may request EEO counseling by mail by providing their name, Social Security or employee identification number, address and telephone number to:

NEEOISO – EEO CONTACT CENTER

PO BOX 21979

TAMPA FL 33622-1979

## Summary

**Facilitator: Show slide 12-16, Summary. Review and briefly discuss the topics presented within the module.**

- Laws enforced by the Equal Employment Opportunity Commission (EEOC) make it illegal to discriminate against employees or applicants.
- The EEO pre-complaint process advises you of your rights and responsibilities under the EEO process and attempts to resolve the matter informally.
- EEO complaints against the Postal Service must be filed with the Postal Service.
- The Postal Service is committed to providing our employees with a safe, productive, and inclusive workplace free of harassment.
- The NO FEAR Act requires federal agencies to reinvigorate their longstanding obligation to provide a work environment free of discrimination and retaliation.

## For Further Information

**Facilitator: Show slides 12-17 and 12-18, For Further Information.**

**Refer participants to the Additional Resources job aids within the Employee Reference Guide and point out the resources listed below.**

**Address all questions that participants may have relating to the resources**

- **Publication 133, What You Need to Know About EEO**
- [www.mspb.gov](http://www.mspb.gov)
- **Employee and Labor Manual (ELM) – 660, Conduct**
- **Employee and Labor Manual (ELM) – 670, Diversity, Equal Employment Opportunity, and Affirmative Employment Action**
- **Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>, or request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:**

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**TAMPA FL 33622-1979**

- <http://blue.usps.gov/hr/training-development/docs/No%20Fear%20Act%20Job%20Aid.pdf>



# Module 13: Beginning Your Career

## **Objectives:**

Upon completion of this module, you will be able to:

- Identify the next steps of the onboarding process.
- Utilize resources to assist you in making a smooth transition to your work unit.
- Describe how you contribute and bring value to the Postal Service.

## **Time Allocated for Module:**

- 30 minutes

## **Instructional Methods:**

- Lecture
- Interactive Discussion
- Online learning

## **Participant Material Used:**

- Employee Reference Guide

## **Media Required:**

- Computer/LCD projector
- Orientation Media DVD
- Rip Chart (from Module 2)



## ***Introduction***

**Facilitator: Show slide 13-1, Module 13: Beginning Your Career.**

**Facilitator: Show slide 13-2, Objectives. Review and discuss the objectives and topics covered in this module.**

## ***After Orientation***

### **Training and OJI**

**Facilitator: Show slide 13-3, Training and OJI. Discuss Training and OJI. Discuss next steps for each craft.**

**Notify each craft of the assigned dates and duration of the training for your district and/or local facility.**

As you leave orientation, you are provided with supplemental training that assists you in making a smooth transition to your work unit.

- CCAs attend a driver orientation and carrier academy.
- RCAs attend a driver orientation and carrier academy.
- PSEs receive a brief standard training course on information specific to Postal Support Employees per agreement with the APWU.
- MHAs receive a brief standard training course on information specific to Mail Handler Employees per agreement with the NPMHU.

All employees are assigned an on-the-job instructor (OJI) once they arrive at the work unit. The OJI assists each employee in demonstrating the skills learned in the classroom orientation and trainings.

## ***Arriving at Your Work Unit***

### **Manager Meet and Greet**

**Facilitator: Show slide 13-4, Manager Meet and Greet. Describe what should happen when the participant arrives at their work unit.**

Upon arriving at your work unit, a meet and greet should be conducted by your reporting manager to ensure that you are prepared for your first day on the job and are able to assimilate as quickly as possible.

The manager will:

- Welcome you to the department and introduce you to leadership and staff
- Provide a departmental overview, including facility tour, parking arrangements, work schedules, time and leave reporting, emergency contact information and specific protocol
- Discuss duties, roles, responsibilities, and expectations
- Answer any questions or concerns

The manager may also select a current staff member to serve as an onboarding mentor

### **Employee 90-Day Checklist**

**Facilitator: Show slide 13-5, New Employee 90-Day Checklist. Describe the 90-Day Checklist.**

**Give participants time to read the job aid on page 69 in the ERG before continuing. Complete the worksheet upon arrival at the work unit.**

**Employee supervisors have also been provided with a copy of the checklist to verify that each employee completes the necessary activities and receives the proper resources to complete each task.**

You have been provided with a checklist of activities to be completed in the first 90 days on the job. This checklist will serve as a reference of the tasks and activities that should be completed within the first 90 days of employment. These activities will also ensure you receive all essential information and are directed to the correct resources to successfully complete the onboarding process.

## ***Preparing for Your Future***

### **Key Points to Remember**

**Facilitator: Show slide 13-6, Key Points to Remember. Review key points of the module.**

As you begin your Postal Service career, remember that you make a difference. Every employee is an integral part of the business. You are the most important part of our organization's brand. You are the face and the voice of our company's message.

- Be customer focused – talk the business.
- Have a positive attitude.
- Be a team player.
- Work safely.
- Be dependable.
- Bring your best to the Postal Service every day.

**Facilitator: Show slide 13-7, Key Points to Remember.**

**Show the rip chart from the Module 2 employee qualities activity and review the full list of qualities added by participants over the course of the orientation.**



**ACTIVITY: Ask volunteers to elaborate on the qualities they added to the rip chart. Participants should display those listed qualities each day when representing the USPS brand.**

### **Your Future With the USPS**

**This series of slides show opportunities to convert to career employment and why participants should choose a career with USPS. There are corresponding slides in the ERG, as well as slides that go more in depth. Share these opportunities with participants.**

**Facilitator: Show Slide 13-8 and review entry level positions.**



**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide pages 48-57.**

**Facilitator: Show slide 13-9 and review postal terminology.**

**Facilitator: Show slide 13-10 and review flexible workforce positions.**

**Facilitator: Show slide 13-11 and review the operations organization chart. Indicate where participants may fall in the reporting structure.**

**Facilitator: Show slide 13-12 and review benefits for non-career employees.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 51.**

**Facilitator: Show slide 13-13 and review why participants should pursue a career with USPS.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 52.**

**Facilitator: Show slide 13-14 and review conversion to career opportunities.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 52.**

**Facilitator: Show slide 13-15 and review retail and delivery district office organization structure. Indicate where participants may fall within the reporting structure.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 53.**

**Facilitator: Show slide 13-16 and review processing and logistics district office organization structure. Indicate where participants may fall within the reporting structure.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 53.**

**Facilitator: Show slide 13-17 and review How do I get there? information.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 54.**

**Facilitator: Show slide 13-18 and review What do I Do? information.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 54.**

**Facilitator: Show slide 13-19 and review career pathways information.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 53.**

**Facilitator: Show slide 13-20 and review career employee benefits information.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 55.**

**Facilitator: Show slide 13-21 and review Did You Know information.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 56.**

**Facilitator: Show slide 13-22 and review Did You Know information.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 57.**

**Facilitator: Show slide 13-23 and review Something to Think About information.**

**Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 57.**

## **Maximizing Your Contributions to the USPS**

**Facilitator: Show slide 13-24, Maximizing Your Contribution to USPS. Introduce the online course, Maximizing Your Contribution to USPS.**



**Facilitator: Show online course Maximizing Your Contribution to USPS. A link to the eLearning is available on the slide. Once you click the link, you may need to scroll down the page in HERO to locate the course. If you experience issues accessing the link, use the Orientation Media DVD.**

This eLearning course is designed to provide employees with their duties and responsibilities to our customers and our business.

**Facilitator: Show slide 13-25, Congratulations! In your own words, end the presentation with a positive message for the participants. You may want to include comments such as:**

**Welcome to the Postal Service!**

**We are glad to have you join our team.**

**I wish you a long, happy, and healthy career.**

**Congratulations!**

# **Module 14: Standard Training for Mail Handler Assistants (MHAs)**

## **Objectives:**

Upon completion of this module, you will be able to:

- Define the scope and responsibilities of the Mail Handler Assistant (MHA) position.
- Explain the various pay rates for MHAs.
- Explain the work hours and scheduling structure for MHAs.
- Describe the career conversion opportunities available to MHAs.

## **Time Allocated for Module:**

- 30 minutes

## **Instructional Methods:**

- Lecture

## **Participant Material Used:**

- Employee Reference Guide

## **Media Required:**

- Computer/LCD projector
- Orientation Media DVD
- Rip Chart (optional)



## ***Introduction***

**Facilitator: Show slide MHA-1, Standard Training for MHAs.**

**Show only the presentation related to the audience, either MHA or PSE. These may be presented in separate groups and union facilitators can join the appropriate room**

**Refer participants to Appendix - Standard Training for MHAs” in the Employee Reference Guide pages 57-62.**

## ***Objectives***

**Facilitator: Show slide MHA-2, Objectives. Review and discuss the module objectives and topics covered in this module.**

## ***MHA Overview***

**Facilitator: Show slide MHA-3, MHA Overview. Provide overview of the MHA position.**

The Postal Service delivers quality, universal mail service throughout the country. As a Mail Handler Assistant (MHA), you are an essential resource to one of the largest service organizations in the world.

The 2013 arbitration award created a new non-career bargaining Mail Handler Assistant (MHA) employee category in the mail handler craft. An MHA is defined as a non-career, bargaining unit employee, established to work within the National Postal Mail Handlers Union (NPMHU) bargaining units.

MHAs are hired for a term not to exceed 360 calendar days and have a break in service of at least five days, if reappointed. The separation of MHAs upon completion of their 360-day term and the decision to not reappoint MHAs to a new term are not grievable, except where it is alleged that the separation is pre-textual. MHAs may be separated during their term for lack of work at any time. Such separation is not grievable except where it is alleged that the separation is pre-textual.

MHAs separated for lack of work before the end of their term will be given preference for reappointment ahead of other MHAs with less relative seniority and ahead of applicants who have not served as MHAs, provided that the need for hiring arises within twelve (12) months of their separation.

## **MHA Pay**

**Facilitator: Show slide MHA-4, MHA Pay Rates. Discuss pay rates for MHAs.**

### **Pay Rates**

Mail Handler Assistant craft has one level of pay, Mail Handler Assistant level 04 (MHA-04). MHAs are not hired into an MH-05 assignment. The National Agreement (NA) between NPMHU and USPS defines MHA pay rates in Article 9. The Handbook EL-903, *Agreement between United States Postal Service and National Postal Mail Handlers Union, AFL-CIO 2019-2022*, defines specific MHA pay rates in Article 9.

**Facilitator: Show slide MHA-5, Overtime. Review Overtime. Rates discussed are subject to change per new agreements between the USPS and NPMHU.**

### **Overtime**

Overtime is paid at time and one-half (1.5) of the employee's base hourly straight time rate. MHAs earn overtime when working over 40 hours in a service week. The service week begins on Saturday and ends on Friday.

### **Higher Level Pay**

**Facilitator: Show slide MHA-6, Higher Level Pay. Discuss Higher-level pay and duties.**

MHA-04 levels may, on a temporary basis, perform additional higher-level duties and receive a higher pay rate but only when performing higher level work.

Examples of higher-level Function 4 positions are as follows:

- Group leader
- Sorting pouches, sacks and/or trays of preferential mail
- Operating power industrial vehicles

## ***MHA Work Hours and Scheduling***

### **Work Hours**

**Facilitator: Show slide MHA-7, Work Hour Guarantee.  
Review information on work hours.**

#### Work Hour Guarantee

Article 8, Section 8 of the National Agreement defines the minimum work or pay guarantee MHAs receive when they are scheduled and report to work. The guarantee differs based on the size of the installation.

Any MHA who is scheduled to work and who reports to work in an installation with 200 or more work years of employment shall be guaranteed four (4) hours of work or pay. MHAs scheduled to work and who report to work at smaller installations will be guaranteed two (2) hours work or pay.

**Facilitator: Show slide MHA-8, Work Hour Limitations.  
Review work hour guarantee.**

#### Work Hour Limitations

Employee and Labor Relations Manual (ELM), Section 432.32 defines the maximum number of work hours allowed. Except as designated in labor agreements for bargaining unit employees or in emergency situations as determined by the Postmaster General (or designee), employees may not be required to work more than 12 hours in 1 service day.

In addition, the total hours of daily service, including scheduled work hours, overtime, and mealtime, may not be extended over a period longer than 12 consecutive hours.

**Facilitator: Show slide MHA-9, Lunches, Rest Breaks.  
Review information on lunches and rest breaks.**

#### Lunches and Rest Breaks

Except in emergency situations or where service conditions preclude compliance, no employee may be required to work more than six continuous hours without a meal or rest period of at least ½ hour. The 30-minute lunch period includes any time spent traveling to and from the lunch location.



## **Scheduling**

**Facilitator: Show slide MHA-10, Scheduling. Review information on scheduling.**

### Weekly Scheduling

Non-career employees should see their assigned Supervisor for information on how their weekly schedule will be assigned. Non-career employees' schedules are subject to change on a day-to-day basis.

### Holiday Scheduling

Non-career employees are scheduled for work on a holiday after all full-time volunteers and part-time volunteers are scheduled to work on their holiday or designated holiday. Local Memorandum of Understanding applies if there have been locally negotiated pecking orders.

## **Five-Day Break in Service**

**Facilitator: Show slide MHA-11, Five-Day Break in Service. Review information on the five-day break in service.**

MHAs are appointed to 360-day terms. At the end of each term, the MHA must take a five calendar-day break before beginning the next appointment. Any accrued annual leave is paid at the end of a 360-day term.

## ***MHA Career Conversion***

**Facilitator: Show slide MHA-12, MHA Career Conversion. Review information on career conversion. Share the latest conversion statistics for MHAs.**

When the Postal Service hires new mail handler full-time career employees, MHAs within the installation are converted to full-time regular career status to fill such vacancies based on their relative standing in the installation, which is determined by their original MHA appointment date in that installation.

## Summary

**Facilitator: Show slide MHA-13, Summary. Review and briefly discuss the topics presented within the module.**

- MHAs are hired for a term not to exceed 360 calendar days and have a break in service of at least five days, if reappointed.
- As an MHA, you earn an hourly wage, and may be entitled to overtime based on your work schedule.
- As an MHA who is scheduled to work and who reports to work in an installation with 200 or more work years of employment shall be guaranteed four (4) hours of work or pay. MHAs scheduled to work and who report to work at smaller installations will be guaranteed two (2) hours work or pay.

## For Further Information

**Facilitator: Show slide MHA-14, For Further Information. Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below.**

**Address all questions that participants may have relating to resources.**

- Local Personnel Office
- Union Representative



# **Module 14: Standard Training for Postal Support Employees (PSEs)**

## **Objective:**

Upon completion of this module, you will be able to:

- Define the scope and responsibilities of the Postal Support Employee (PSE) position.
- Explain the various pay rates for PSEs.
- Explain the work hours and scheduling structure for PSEs.
- Describe the career conversion opportunities available to PSEs.

## **Time Allocated for Module:**

- 30 minutes

## **Instructional Methods:**

- Lecture
- Additional Presenters (optional)

## **Participant Material Used:**

- Employee Reference Guide



## ***Introduction***

**Facilitator: Show slide PSE-1, Standard Training for PSEs.**

**Facilitator: Show slide PSE-2, Objectives. Review and discuss the objectives and topics covered in this module.**

**Refer participants to Appendix - Standard Training for PSEs in the Employee Reference Guide pages 63-66.**

## ***PSE Overview***

**Facilitator: Show slide PSE-3, PSE Overview. Review the PSE position.**

Positive customer experiences and efficiency remain critical to the success of the Postal Service. As a Postal Support Employee (PSE), you are one of our most important resources.

Establishment of the Postal Support Employee (PSE) position was a major achievement in the 2010 Collective Bargaining Agreement (CBA). A PSE is defined as a non-career, bargaining unit employee, established to work within the American Postal Workers Union (APWU) bargaining units. Providing the Postal Service with increased workforce flexibility will help it maintain service levels while reducing costs. The Postal Service believes that the negotiated CBA with the APWU will provide the needed operational flexibility going forward.

PSEs will be hired for a term not to exceed 360 calendar days and will have a break in service of at least 5 days, if reappointed. When operational circumstances indicate that reappointment for a PSE is not needed and the installation employs a PSE with lower relative standing, the PSE with higher standing will be reappointed and the PSE with the lower standing in the installation will be separated instead. Such separation of a PSE with the lowest standing is not grievable except where the separation is pre-textual. These PSEs separated for lack of work during or upon completion of their appointment will be given reappointment ahead of other PSEs with less relative standing on the PSE rolls (or hiring a new PSE) in the installation if the need for hiring arises within one (1) year of separation.

## ***PSE Pay***

**Facilitator: Show slide PSE-4, PSE Pay Rates. Review PSE pay rates. Discuss examples of hourly rate and applied night differential as applicable.**

**Rates discussed are subject to change per new agreements between the USPS and APWU.**

As a PSE, you earn an hourly wage, and may be entitled to night differential based on your work schedule. Contractually, you will receive periodic wage increases based on the APWU and USPS national agreement. The Handbook EL-912, *Agreement between United States Postal Service and American Postal Workers Union, AFL-CIO 2015-2018*, defines specific PSE pay rates in Article 9.

### **Night Differential**

Night differential is paid for time worked between the hours of 6:00 p.m. and 6:00 am in addition to your hourly rate.

Grade	Hourly Rate
3	\$.90
4	\$.95
5	\$1.09
6	\$1.15
7	\$1.22
8	\$1.25

### **Overtime**

Once the provisions of the APWU and USPS agreement have been met, and it has been determined that a PSE is needed for overtime work, the employee will be paid overtime for work performed in excess of forty (40) work hours in any one service week. Overtime pay for PSEs is at the rate of one and one-half (1.5) times the basic hourly straight time rate.

## Higher-Level Pay

**Facilitator: Show slide PSE-5, Higher-Level Pay. Review higher-level pay.**

PSEs may have the opportunity to be temporarily assigned to a higher-level position. Higher-level pay is paid for assignments to higher-level positions within the bargaining unit.

However, when the opportunity exists for higher-level assignment, preference is awarded to career employees. PSEs are not assigned to higher-level assignments in Function 4 except when no career employee is available.

Examples of higher-level Function 4 positions are as follows:

- Lead Sales and Service Associates (LSSA)
- Bulk Mail Techs
- Special Postal Clerks
- Lead Clerks

## ***PSE Work Hours and Scheduling***

### **Work Hours**

**Facilitator: Show slide PSE-6, Work Hour Guarantee. Review work hour guarantee.**

#### Work Hour Guarantee

PSEs have no daily or weekly work hour guarantees. However, any PSE who is scheduled to work and who reports is guaranteed two (2) hours of work or pay.

Any PSE employee who is scheduled to work and who reports to work in a Post Office or facility with 200 or more work years of employment shall be guaranteed four (4) hours of work or pay.



## **Scheduling**

**Facilitator: Show slide PSE-7, Work Schedules. Review scheduling.**

### Weekly Scheduling

Non-career employees should see their assigned Supervisor for information on how their weekly schedule will be assigned. Non-career employees' schedules are subject to change on a day to day basis.

### Holiday Scheduling

Non-career employees will be scheduled for work on a holiday after all full-time volunteers are scheduled to work on their holiday. Local Memorandum of Understanding will apply if there have been locally negotiated pecking orders.

## **Five-Day Break in Service**

**Facilitator: Show slide PSE-8, Five-Day Break in Service. Review the five-day break in service.**

PSEs are appointed to 360-day terms. At the end of each term, if reappointed, the PSE must take a five calendar-day break before beginning the next appointment. Any accrued annual leave is paid at the end of a 360-day term.

There may be additional provisions that have been bargained for PSEs locally in your assigned unit for making some types of vacation selections. Ask your OJI in the unit for information on local leave provisions.

## ***PSE Career Conversion***

**Facilitator: Show slide PSE-9, PSE Career Conversion. Review PSE career conversion. Share the latest conversion statistics for PSEs.**

When a need exists to fill vacancies with career employees in accordance with its contractual obligations, available and qualified PSEs are converted to fill such vacancies on a seniority basis.

## Summary

**Facilitator: Show slide PSE-10, Summary. Review and briefly discuss the topics presented within the module.**

- PSEs is hired for a term not to exceed 360 calendar days and has a break in service of at least five days, if reappointed.
- As a PSE, you earn an hourly wage, and may be entitled to night differential and/or overtime based on your work schedule.
- Any PSE who is scheduled to work and who reports is guaranteed two (2) hours of work or pay.

## For Further Information

**Facilitator: Show slide PSE-11, For Further Information. Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below.**

**Address all questions that participants may have relating to material and resources. Review additional resources available to PSEs.**

- Local Personnel Office
- Union Representative
- Handbook EL-912 – *Agreement between United States Postal Service and American Postal Workers Union, AFL-CIO 2010-2015*
- Employee and Labor Relations Manual (ELM)
- Information regarding USPSHB, FEHB and FSA on LiteBlue at: [liteblue.usps.gov/benefits](http://liteblue.usps.gov/benefits)



## Appendix A: Icebreakers

### Two Truths and a Lie

Each person lists 3 things about them – two that are true, one that is not. Have other employees guess which is the lie.

### Lost on a Deserted Island

If you were stuck on a desert island name one thing that you'd bring and why.

### My N.A.M.E.

Give the group 5 minutes to think of interesting facts about themselves that correspond to the letters of their first name. Have each employee share his/her acronym.

Example: Hi, I'm Logan. L is for Led Zeppelin, one of my favorite rock groups. O is for Ohio, which is where I live. G is for German, the only foreign language I know. A is for Aunt Wendy, my favorite relative. N is for Nice because I am a nice guy!

### Fill In Their Blank!

Supplies: sticky notes

Ask each new hire to write a "fill in the blank" phrase on a sticky note. Collect all the sticky notes and throw them in a bag or bowl. Walk around the room. Randomly select new hires to pull a sticky note and complete the sentence. Continue the activity throughout the day – it's a great after-lunch activity!

Sample questions: If I had a soundtrack to my life it would be \_\_\_\_\_.

My favorite person in the whole world is \_\_\_\_\_ because \_\_\_\_\_.

The person I would trade lives for a day with is \_\_\_\_\_.

I couldn't live a day without \_\_\_\_\_.

### A Penny for Your Thoughts

Supplies: one penny per participant. Preferably shiny, easy to read, and less than 20 years old.

Give a penny to each participant. Ask them to first introduce themselves with their name and any other information you'd like shared with the group. Then ask them to share something significant or interesting about themselves from the year on their penny. You go first to set the example.

### Similarities and Differences

Supplies: one index card per person.

Give each participant an index card. Using a pen, have them divide their cards into three columns headed by Name, Similar, Different. Have them mingle and try to fill their card with as many names as possible. For each name, they find something they have in common with the other person and one way they are different.

Example:	Name	Similar	Different
	Tim	We love to travel	He likes country music.

### Q & A Icebreaker

Supplies: A jar or box full of small index cards or papers with different questions written on each of them.

Example questions:

What is your favorite movie?

If your life was being turned into a movie, what actor/actress would play you?

What is your greatest phobia?

If you were any animal, what would you be?

What three adjectives best describe you?

What's your favorite American city?

If you could vacation anywhere in the world, where would you go?

What are you most proud of?

What's the best advice you've ever received?

What song reminds you of your childhood?

Coke or Pepsi?

What's your favorite pizza topping?

If you owned a yacht, what would you name it?

Sweet or salty?

What show are you most likely to binge watch on Netflix?

What's your greatest accomplishment?

What's your biggest regret?

What's your favorite sports team?

What super power would you choose?

Name one thing you'd love to learn how to do.

If you found \$100 and couldn't find its rightful owner, what would you do with it?

### Sentence Starters Icebreaker

Supplies: Write sentence starters on slips of paper. Have each participant pull a slip from a bowl or box and write their name, read then sentence starter, and then complete it. Read the slips once everyone has finished to help get to know each other.

Sample sentence starters:

Although most people don't find...

I am...

I have never...

I love it when...

I love to...

I think I have the best...

I would never...

My idea of beauty is...

The best thing I ever did for my child is...

The best way for me to relax is...

The best way to save...

The biggest and best...

The funniest thing that ever happened to me was...

The lowest...

The most important decision I ever made in my life was...

The most unbelievable thing...

The thing that makes me laugh is...

There is nothing I enjoy more than...

When I think of prunes...

### Would You Rather? Icebreaker

Supplies – you can either work from a list of questions or write questions on slips of paper and place in bowl or box and allow participants to select one.

Sample Questions:

Would you rather...?

- Visit the doctor or the dentist?
- Eat broccoli or carrots?
- Watch TV or listen to music?
- Own a lizard or a snake?
- Have a beach holiday or a mountain holiday?
- Be an apple or a banana?
- Be invisible or be able to read minds?
- Be hairy all over or completely bald?
- Be the most popular or the smartest person you know?
- Make headlines for saving somebody's life or winning a Nobel Prize?
- Go without television or fast food for the rest of your life?
- Be handsome/beautiful and dumb or be ugly and really smart?
- Always be cold or always be hot?
- Not hear or not see?
- Eliminate hunger and disease or be able to bring lasting world peace?
- Be stranded on a deserted island alone or with someone you don't like?
- See the future or change the past?
- Be three inches taller or three inches shorter?
- Wrestle a lion or fight a shark?

### Famous People/Cities

Supplies – Index card and tape

Great for an after lunch or day 2 ice breaker!

As each person arrives, tape an index card on his or her back with the name of a famous person or city written on it.

People must circulate the room asking yes or no questions. (No open-ended!)

The goal is to identify clues that will help them find out the name of the person or city on their index card.

### Something New

Great for Day 2!!

On the second day, ask each person to share one thing they learned about someone else in the group during the previous day – without sharing the person's name. Have the rest of the group guess who the person is being described.

### Common Ground

In small groups, have participants come up with six things they have in common and have them share these with the large group.





*Welcome  
to the*

# ~~EMPLOYEE QUICK REFERENCE GUIDE~~

~~NSN # 7610170008253~~

~~September 2019~~





*Welcome  
to the*

# EMPLOYEE REFERENCE GUIDE

NSN # 7610170008253

April 2021



# Welcome to the U.S. Postal Service

Employee **Quick** Reference  
Guide

Version 1.2

United States Postal Service  
Learning and Development  
475 L'Enfant Plaza SW  
Washington, DC 20260-4215



## Use of Training Materials

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

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## A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce.-

Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences, and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates, and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment, and harassment on any prohibited basis.- Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization.- Diversity promotes innovation, creativity, productivity, and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers, and suppliers, and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.





## Overview

Welcome to the U.S. Postal Service!

As one of the largest employers in the United States, we are honored to have you join the Postal team and help continue our mission to provide efficient, affordable, universal service to our customers. The Postal Service is committed to offering a diverse workplace with nationwide opportunities to serve the American public. From First-Class Mail to challenging careers, we ~~DELIVER~~deliver it all!.

The *Welcome to the U.S. Postal Service Employee-~~Quick~~ Reference Guide* consists of job aids and resources that will assist you in transitioning into our workforce as well as your new career.

This guide should be used to take notes, review reference materials, and complete activities as instructed throughout your orientation training. More importantly, you will be able to refer back to the guide as you have questions over the next few weeks and months. You will also have access to additional resources, materials, and training that will support you through your journey.

Thank you for choosing the U.S. Postal Service!





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## PS Form 1223-B, Earnings Statement

000		01-1560		Employee Name		012345678		24 17		12345678	
PAYLOC		FINANCE NO.		EMPLOYEE NAME		EMPLOYEE ID		PAY PERIOD		SERIAL NUMBER	

DETAIL EARNINGS						GROSS TO NET			LEAVE STATUS		
WK	RSC/LEV	RATE	CODE	TYP	HOURS	PAY	THIS PERIOD	YEAR-TO-DATE	ANNUAL LEAVE (AL) CAT:	AL PRIOR YR BAL	AL EARNED YTD
2	Q 01	1691	844	W	30.00	507.30	GROSS PAY	1014.60	19261.14	0.00	51.00
1	Q 01	1691	844	W	30.00	507.30	FED TAX R3	50.93	818.94	0.00	0.00
							ST TAX ALS03	36.65	647.78	0.00	0.00
							RETIRE	0.00	0.00	0.00	0.00
							MEDICARE	14.72	279.29	0.00	0.00
							UN L	24.83	422.11	0.00	0.00
							SOSEC	62.90	1194.19	0.00	0.00
							EMA	0.00	228.60	0.00	0.00
										AL USED THIS PP	0.00
										SICK LEAVE (SL) CAT:	0.00
										SL PRIOR YR BAL	0.00
										+ SL EARNED YTD	0.00
										- SL USED YTD	0.00
										= CURRENT SL BAL	0.00
										SL USED THIS PP	0.00
										LEAVE WITHOUT PAY (LWOP)	0.00
										PAY PERIOD LWOP	0.00
										PP01 TO CURRENT PP	0.00
										USPS RETIREMENT	0.00
						NET PAY	824.57				

**PAYLOC** - Employee's pay location

**FINANCE NO** - Finance number of the employee's office

**EMPLOYEE NAME** - Employee's name

**EMPLOYEE ID** - Employee's USPS Identification Number

**PAY PERIOD** - Pay period and year of earnings

**SERIAL NUMBER** - Serial number of check issued to employee

**DETAIL EARNINGS** - Used to identify type and number of hours compensated for week of work, rate schedule, level, designation/activity, gross payment amount

- **WK** - Week, either 1 or 2, of pay period. This space is blank for all adjustments and allowances
- **RSC** - Rate Schedule Code for hours stated. This space is blank for all adjustments and allowances
- **LEV** - Grade level for hours stated
- **RATE** - Base hourly pay rate
- **CODE** - Employee's Designation/Activity code indicates type of position.
- **TYP** - Hours type code. This space is blank for all adjustments and allowances.

The following codes may appear:

- **W** - Straight time work hours
- **O** - Overtime
- **N** - Night shift differential
- **L** - Leave hours (paid leave and leave without pay)
- **G** - Guarantee time (Time paid for hours guaranteed, but not worked)
- **HOURS** - Actual hours worked in hours and hundredths
- **PAY** - Gross amount of pay for number of hours worked

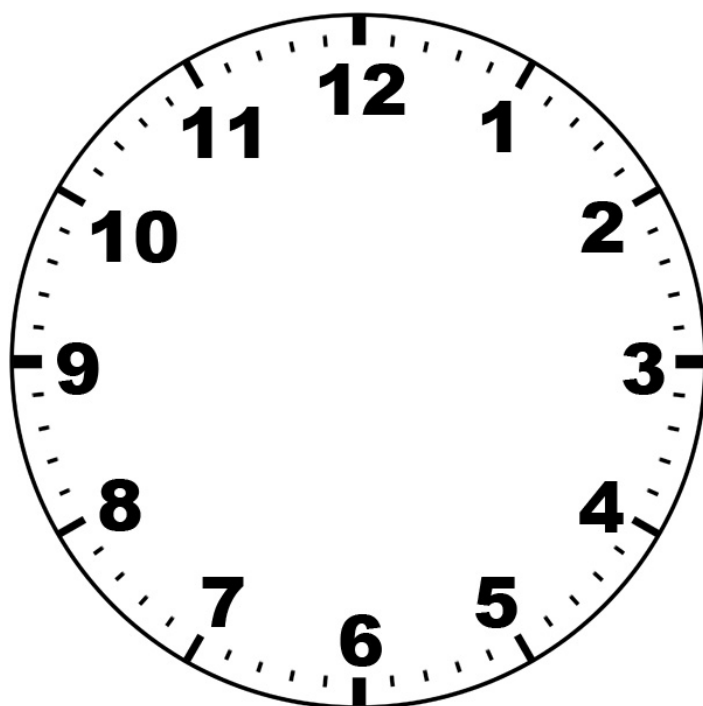


## Time Conversion Chart

<u>Minutes</u>	<u>Hundredths</u>
<u>0</u>	<u>.00</u>
<u>1</u>	<u>.02</u>
<u>2</u>	<u>.03</u>
<u>3</u>	<u>.05</u>
<u>4</u>	<u>.07</u>
<u>5</u>	<u>.08</u>
<u>6</u>	<u>.10</u>
<u>7</u>	<u>.12</u>
<u>8</u>	<u>.13</u>
<u>9</u>	<u>.15</u>
<u>10</u>	<u>.17</u>
<u>11</u>	<u>.18</u>
<u>12</u>	<u>.20</u>
<u>13</u>	<u>.22</u>
<u>14</u>	<u>.23</u>
<u>15</u>	<u>.25</u>
<u>16</u>	<u>.27</u>
<u>17</u>	<u>.28</u>
<u>18</u>	<u>.30</u>
<u>19</u>	<u>.32</u>
<u>20</u>	<u>.33</u>

<u>Minutes</u>	<u>Hundredths</u>
<u>21</u>	<u>.35</u>
<u>22</u>	<u>.37</u>
<u>23</u>	<u>.38</u>
<u>24</u>	<u>.40</u>
<u>25</u>	<u>.42</u>
<u>26</u>	<u>.43</u>
<u>27</u>	<u>.45</u>
<u>28</u>	<u>.47</u>
<u>29</u>	<u>.48</u>
<u>30</u>	<u>.50</u>
<u>31</u>	<u>.52</u>
<u>32</u>	<u>.53</u>
<u>33</u>	<u>.55</u>
<u>34</u>	<u>.57</u>
<u>35</u>	<u>.58</u>
<u>36</u>	<u>.60</u>
<u>37</u>	<u>.62</u>
<u>38</u>	<u>.63</u>
<u>39</u>	<u>.65</u>
<u>40</u>	<u>.67</u>

<u>Minutes</u>	<u>Hundredths</u>
<u>41</u>	<u>.68</u>
<u>42</u>	<u>.70</u>
<u>43</u>	<u>.72</u>
<u>44</u>	<u>.73</u>
<u>45</u>	<u>.75</u>
<u>46</u>	<u>.77</u>
<u>47</u>	<u>.78</u>
<u>48</u>	<u>.80</u>
<u>49</u>	<u>.82</u>
<u>50</u>	<u>.83</u>
<u>51</u>	<u>.85</u>
<u>52</u>	<u>.87</u>
<u>53</u>	<u>.88</u>
<u>54</u>	<u>.90</u>
<u>55</u>	<u>.92</u>
<u>56</u>	<u>.93</u>
<u>57</u>	<u>.95</u>
<u>58</u>	<u>.97</u>
<u>59</u>	<u>.98</u>





## PS Form 1260, Nontransactor Card

Name (Last, First, MI)				EIN (8 digits)		Pay Loc.
	Date (MM/DD/YYYY)	Ring Type (BT, OL, IL, MV, ET)	OPN-LU (6 digits)	Route (6 digits)	Finance No. (6 digits)	Time Hrs/100's
Supervisor Name (Print)				Comment(s):		
Supervisor Signature & Date						
PS Form <b>1260</b> , July 2012, (Page 1 of 2) PSN 7530-01-000-9268						<b>NON-EBR CARD</b>

Nontransactor cards are used by clerks, postal support employees, mail handlers, city carriers, and custodians. There are five time transactions.

Begin Tour (BT)

Out to Lunch (OL)

In from Lunch (IL)

End Tour (ET)

Move (MV)





## PS Form 1234, Utility Card

Utility Card												
Name												
EIN												
Check Appropriate <input type="checkbox"/> Loan <input type="checkbox"/> Training <input type="checkbox"/> STTO <input type="checkbox"/> Extra Clock Rings <input type="checkbox"/> Transfer (See boxes at right as necessary) <input type="checkbox"/> AL <input type="checkbox"/> HOS												
REGULAR ASSIGNED POSITION						TEMPORARY ASSIGNED POSITION						
Title					P/L	Title					P/L	
DES/ACT	FON (4)	YR	PP	WK		DES/ACT	FON (4)	YR	PP	WK		
<b>NOTE:</b> For reporting training hours, enter "TRAINING" in the temporary assigned position block.												
Disallowed (Reason)	LWOP	Paid Leave			Other Prem	NW	OT	Clock Hours				
		OL	SL	AL				Init. & Day				
DIS	LWOP	OL	SL	AL	OP	NW	OT		Init. & Day			
DIS	LWOP	OL	SL	AL	OP	NW	OT		Init. & Day			
DIS	LWOP	OL	SL	AL	OP	NW	OT		Init. & Day			
DIS	LWOP	OL	SL	AL	OP	NW	OT		Init. & Day			

PS Form 1234, March 1992

START

Utility cards are used by rural carriers and relief rural carriers. Recording of the clock rings must begin from the bottom of the form working up.





## PS Form 1261, Non-EBR Report

UNITED STATES POSTAL SERVICE®										Non-EBR Report					Service Date		OT Pay Auth.									
Employee Name and Employee ID (EIN)										BT	Move	Move	OL	IL	Move	Move	ET	OT Start H81Hh	Pay Amt. H81Hh	Scheduled Weeks	Entered By (initials)	Date Entered				
										Time																
										OPN-LU																
										Route #																
										FN #																
										Time																
										OPN-LU																
										Route #																
										FN #																
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										Route #																
										FN #																
										Time																
										OPN-LU																
										Route #																
										FN #																
										Time																
										OPN-LU																
										Route #																
										FN #																
Office										Pay Location				Supervisor Signature and Date												

PS Form 1261, September 2013 PSN 7530-01-000-9209

The Non-EBR Report is used for entry of clock ring data, overtime, and out-of-schedule authorizations. This form is similar to the Form 1260 but allows entry of data for more than one employee.

## PS Form 3971, Request for or Notification of Absence

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## Ethical Service Handbook for Executive Branch Employees

AWARENESS • ENGAGEMENT • ACCOUNTABILITY

# ETHICAL

A close-up photograph of an American flag, showing the stars and stripes. A white rectangular box is superimposed over the center of the flag, containing the word "SERVICE" in white serif capital letters.

SERVICE

HANDBOOK FOR  
EXECUTIVE  
BRANCH EMPLOYEES



## Ethical Service Handbook for Executive Branch Employees

# WELCOME

to federal service!

In choosing to work for the United States Postal Service, you are joining hundreds of thousands of other postal employees who have committed themselves to serving the American public.

*“We, as public servants, safeguard the integrity of our nation’s Government.”*

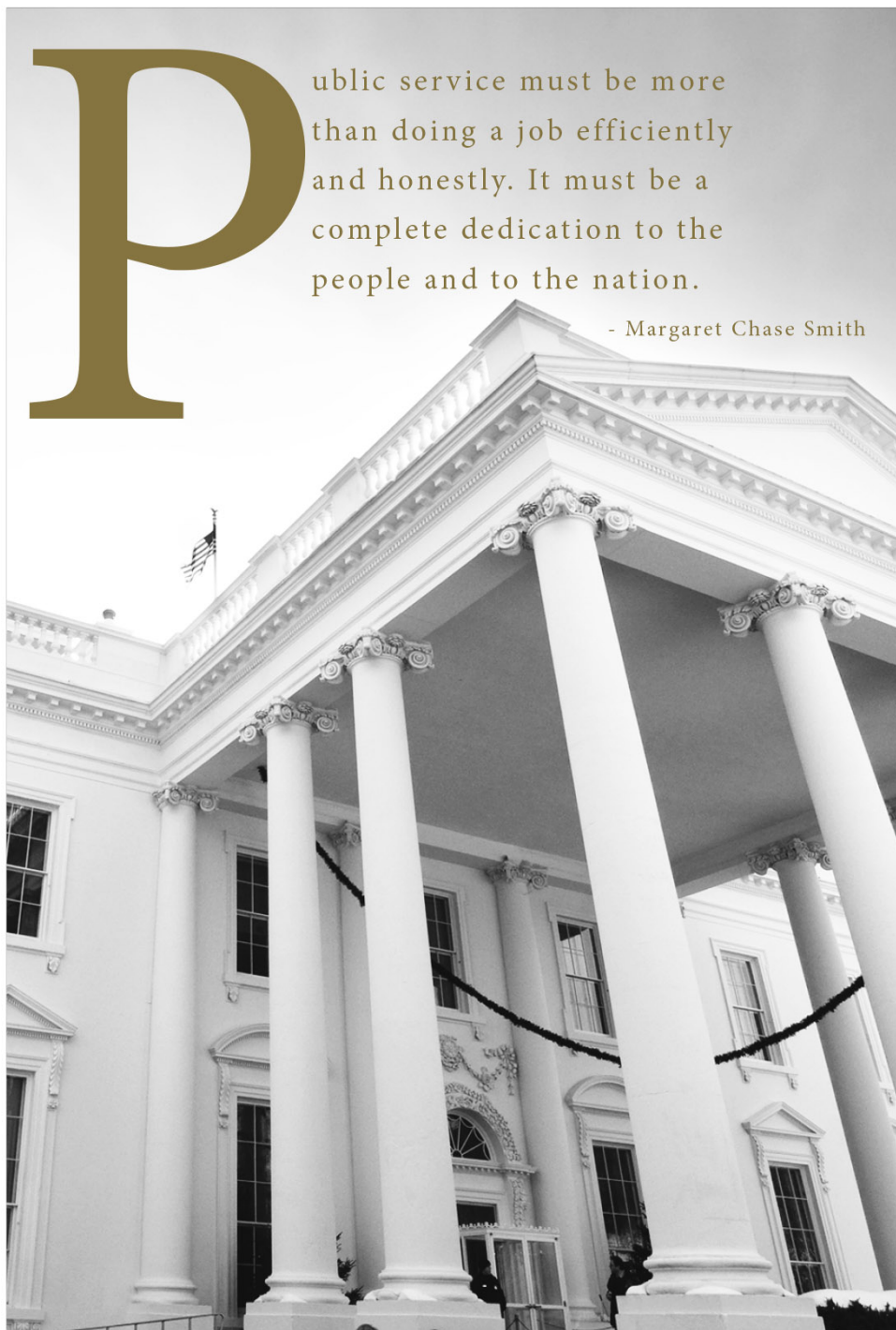
Working for the United States Postal Service is more than just a job—it is a singular responsibility. We affirm this responsibility in the solemn oath we take to “well and faithfully discharge the duties of our offices.” We fulfill this responsibility in the day-to-day performance of those duties. And in fulfilling this responsibility, we safeguard the integrity of our nation’s Postal Service.

This handbook is your introduction to the ethical and legal requirements of your employment with the Postal Service. Please review it thoughtfully, as the concepts explained here underlie the culture of our workplace and require your personal commitment.

## Ethical Service Handbook for Executive Branch Employees

P ublic service must be more than doing a job efficiently and honestly. It must be a complete dedication to the people and to the nation.

- Margaret Chase Smith



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## Ethical Service Handbook for Executive Branch Employees

### OUR PRINCIPLES & STANDARDS OF ETHICAL CONDUCT

We are committed to upholding the highest principles and standards of ethical conduct in all that we do. We apply these principles and standards in the course of our daily work, and by faithfully observing them, we safeguard the honor of public service and the reputation of the Postal Service. Through them, we hold ourselves and each other accountable for the integrity of our service to our country and to our fellow citizens.





# Ethical Service Handbook for Executive Branch Employees

- INSIDE ETHICS -

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## Ethical Service Handbook for Executive Branch Employees

- ETHICS -

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### OUR COMMITMENT

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The United States Postal Service is committed to upholding the highest ethical standards for all of its employees. To do that, we have support systems in place to help you determine what is ethically appropriate or legally required of you.

#### U.S. POSTAL SERVICE ETHICS PROGRAM

Always remember that you are not alone. The Postal Service has support systems in place to assist you.

The Postal Service is required by law to have an ethics program that includes:

- a counseling program for postal employees on all ethics and standards of conduct matters,
- an ethics education program, and
- an effective financial disclosure system for postal officials in positions that may be at greater risk for conflicts of interest.

The Postal Service's Ethics Office is located in the Ethics & Compliance Section of the Law Department at U.S. Postal Service Headquarters in Washington, D.C. Attorneys and an ethics specialist provide ethics guidance and training to postal employees at all levels of the organization, and administer the financial disclosure program. The Ethics Office can be reached at (202) 268-6346 or [Ethics.Help@usps.gov](mailto:Ethics.Help@usps.gov).

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## Ethical Service Handbook for Executive Branch Employees

- ETHICS -

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### YOUR COMMITMENT

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As a postal employee, your commitment to ethical service is vital to performing your work and supporting the Postal Service's mission with honesty, integrity, impartiality, and in the spirit of service to others.

#### Fulfilling the expectation of ethical service requires

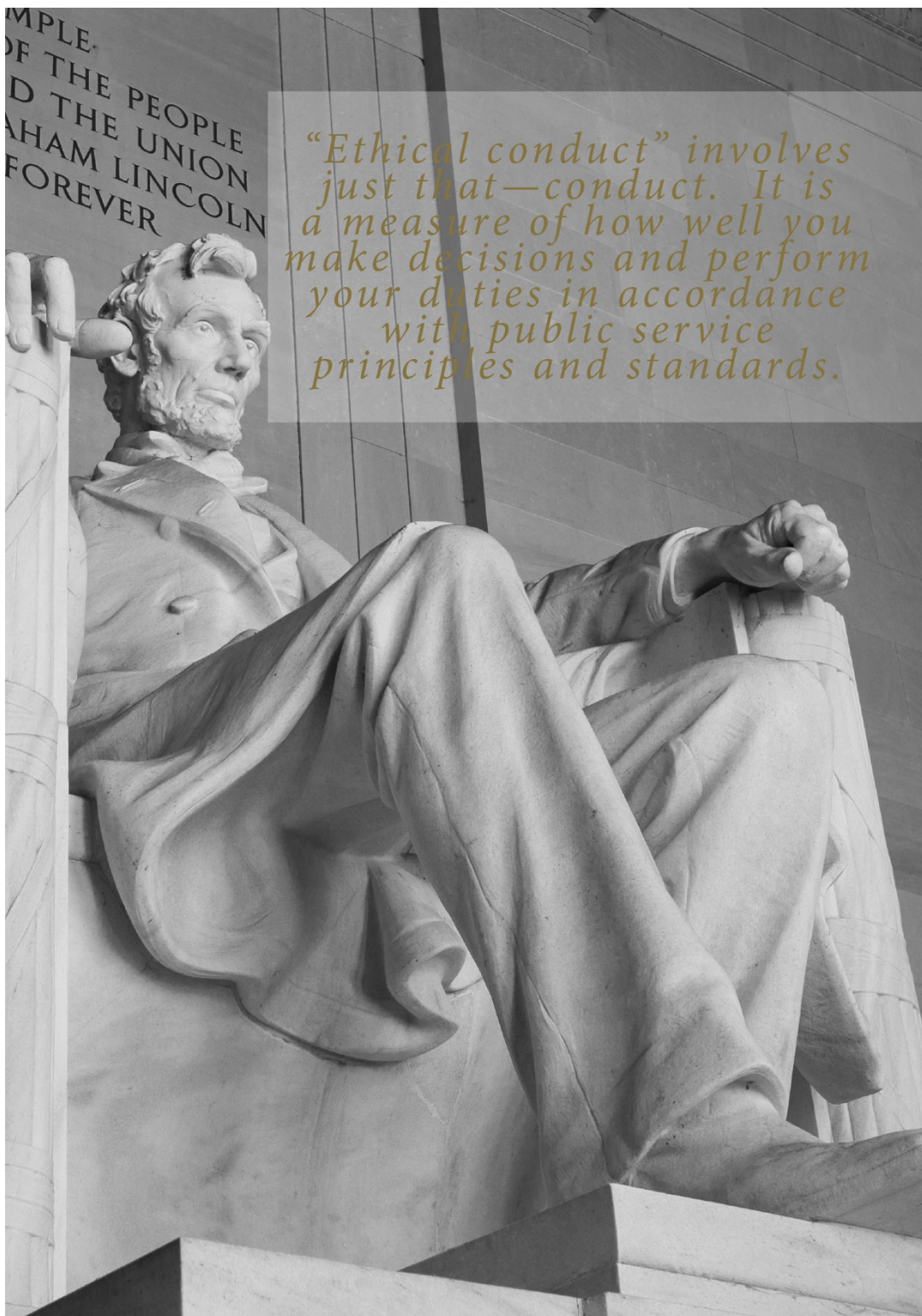
**Awareness:** becoming familiar with the principles, rules, and laws that define what is and is not appropriate conduct.

**Engagement:** cultivating habits of asking questions and seeking advice.

**Accountability:** acting in ways that reflect the expectations of public service and holding ourselves and each other accountable.

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## Ethical Service Handbook for Executive Branch Employees





# **Ethical Service Handbook for Executive Branch Employees**



Welcome  
to the

UNITED STATES  
POSTAL SERVICE





# ~~Ethical Service Handbook for Executive Branch Employees~~



# 1

## AWARENESS



We are guided in our conduct by a set of principles, and a specific and enforceable set of standards and laws.

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# ~~Ethical Service Handbook for Executive Branch Employees~~

- ETHICS -

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## AWARENESS

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*Ethically-informed conduct requires you to have at least a basic understanding of the applicable principles, standards, and laws.*

When carrying out our daily duties, we regularly face situations that involve ethical questions. From decisions as basic as how we use our time, to those as complex as how to allocate millions of dollars, the public's perception of the integrity of the work we do, both individually and collectively, is at stake.

Sometimes gut instincts and good intentions may help us know the right thing to do. But good instincts and intentions are not enough when the integrity of our work could be questioned.

Accordingly, we have a set of principles and a specific and enforceable set of standards and laws to help guide our conduct.

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# ~~Ethical Service Handbook for Executive Branch Employees~~

- ETHICS -

## *General Principles of Ethical Conduct*

## *Standards of Ethical Conduct*

## *Criminal Conflict of Interest Laws*

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# ~~Ethical Service Handbook for Executive Branch Employees~~

Welcome  
to the

UNITED STATES  
POSTAL SERVICE

## GENERAL PRINCIPLES OF ETHICAL CONDUCT

THE GENERAL PRINCIPLES  
OF ETHICAL CONDUCT  
BROADLY REQUIRE US TO  
RESPECT THE RULE OF LAW,  
NOT TO MISUSE OUR PUBLIC  
POSITIONS FOR OUR OWN  
OR OTHERS' PRIVATE GAIN,  
AND TO BE RESPONSIBLE IN  
THE USE OF OUR TIME AND  
RESOURCES.



# ~~Ethical Service Handbook for Executive Branch Employees~~



- ETHICS -

## GENERAL PRINCIPLES OF ETHICAL CONDUCT

There are fourteen General Principles of Ethical Conduct. These General Principles essentially require loyalty to law, selfless service, and responsible stewardship.

### LOYALTY TO LAW

We each have taken a solemn oath—to support and defend the Constitution. In all things, we uphold the Constitution and the oath we take. We fulfill this oath by respecting the rule of law—by adhering to all legal authorities in the work we perform and as citizens.

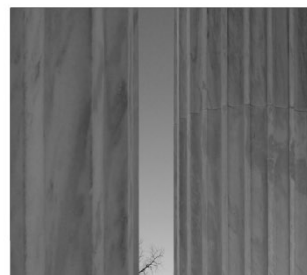
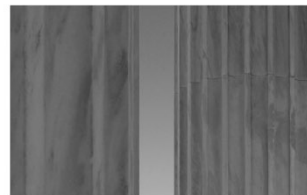
We also ensure that others follow the law—by disclosing waste, fraud, abuse or corruption when we see it, and by supporting disclosures by others. We hold each other and ourselves accountable, knowing that transparency and honesty are the surest ways to avoid conflicts and promote public confidence in the Postal Service.

### SELFLESS SERVICE

Public service is a profession—for some, a calling—that involves a duty to something larger than ourselves. We must always act, and appear to act, with our nation's interests before our own. We not only put forth an honest effort in our work, but we do not seek personal advantage for ourselves or others. We hold ourselves to the highest standards, knowing that even the question of impropriety is sometimes enough to undermine good work.

### RESPONSIBLE STEWARDSHIP

Monies, property, information and other governmental resources are entrusted to us. They do not belong to us personally. We honor our commitment to the American public by using these resources wisely and only to accomplish the work of the United States Postal Service.







# ~~Ethical Service Handbook for Executive Branch Employees~~

Welcome  
to the

UNITED STATES  
POSTAL SERVICE

## THE STANDARDS OF ETHICAL CONDUCT

THE STANDARDS OF  
ETHICAL CONDUCT  
ARE SPECIFIC AND  
ENFORCEABLE  
RULES THAT ENSURE  
CONSISTENCY AND  
FAIRNESS IN THE WAY  
WE DEAL WITH SIMILAR  
ETHICAL ISSUES ACROSS  
THE EXECUTIVE BRANCH.



# ~~Ethical Service Handbook for Executive Branch Employees~~

- ETHICS -

## STANDARDS OF ETHICAL CONDUCT

The Standards of Ethical Conduct, which are introduced below, contain specific requirements and address situations where Postal Service employees are likely to encounter ethical dilemmas.

**Use of Government Position.** As an employee, you may not use your position with the Postal Service for your own personal gain or for the benefit of others.

**Conflicting Financial Interests.** You are prohibited from working on postal matters in which you, your spouse or minor child, or certain others have a financial interest.

**Impartiality.** In general, you should not act on a postal matter if a reasonable person who knew the circumstances of the situation could legitimately question your impartiality.

**Seeking Other Employment.** If you are seeking other employment – either a future position or part-time work performed in your off-duty hours – you may not work on particular matters that would affect the prospective employer’s financial interest.

**Outside Activities.** You may not engage in outside employment or other activity if it conflicts with your official duties or violates a law or regulation.

**Gifts from Outside Sources.** Generally, you may not accept gifts that are given because of your official position or that come from certain “outside” or “prohibited” sources.

**Gifts Between Employees.** Generally, you may not give a gift to your official superior. Also, you generally may not accept a gift from another employee who earns less pay.



# ~~Ethical Service Handbook for Executive Branch Employees~~



Welcome  
to the

UNITED STATES  
POSTAL SERVICE

## CRIMINAL CONFLICT OF INTEREST LAWS

THE CRIMINAL CONFLICT  
OF INTEREST LAWS ARE  
AN ADDITIONAL SET OF  
LAWS THAT ADDRESS OUR  
CONDUCT AS EMPLOYEES  
OF THE EXECUTIVE  
BRANCH. THESE LAWS  
ARE PARTICULARLY  
IMPORTANT BECAUSE  
THEY CARRY CRIMINAL  
PENALTIES.



# ~~Ethical Service Handbook for Executive Branch Employees~~

- ETHICS -

### CRIMINAL CONFLICT OF INTEREST LAWS

Each of the criminal conflict of interest laws, which are introduced below, prohibits specific types of conduct.

**Conflicting Financial Interests (18 U.S.C. 208).** You are prohibited from working on postal and Government matters in which you, your spouse or minor child, or certain others have a financial interest. (Note: This prohibition is also discussed in the Standards of Ethical Conduct.)

**Supplementation of Salary (18 U.S.C. 209).** You may not be paid by someone other than the United States for doing your postal duties.

**Bribery (18 U.S.C. 201).** You are prohibited from accepting gratuities or bribes to influence your postal actions.

**Representing Others in Claims and Other Matters Affecting the Government (18 U.S.C. 205).** You are generally prohibited from certain involvement in claims against the United States, or from representing another before the Government in matters in which the United States is a party or has a direct and substantial interest.

**Receiving Compensation in Matters Affecting the Government (18 U.S.C. 203).** You are prohibited from receiving compensation for representational activities involving certain matters in which the United States is a party or has a direct and substantial interest.

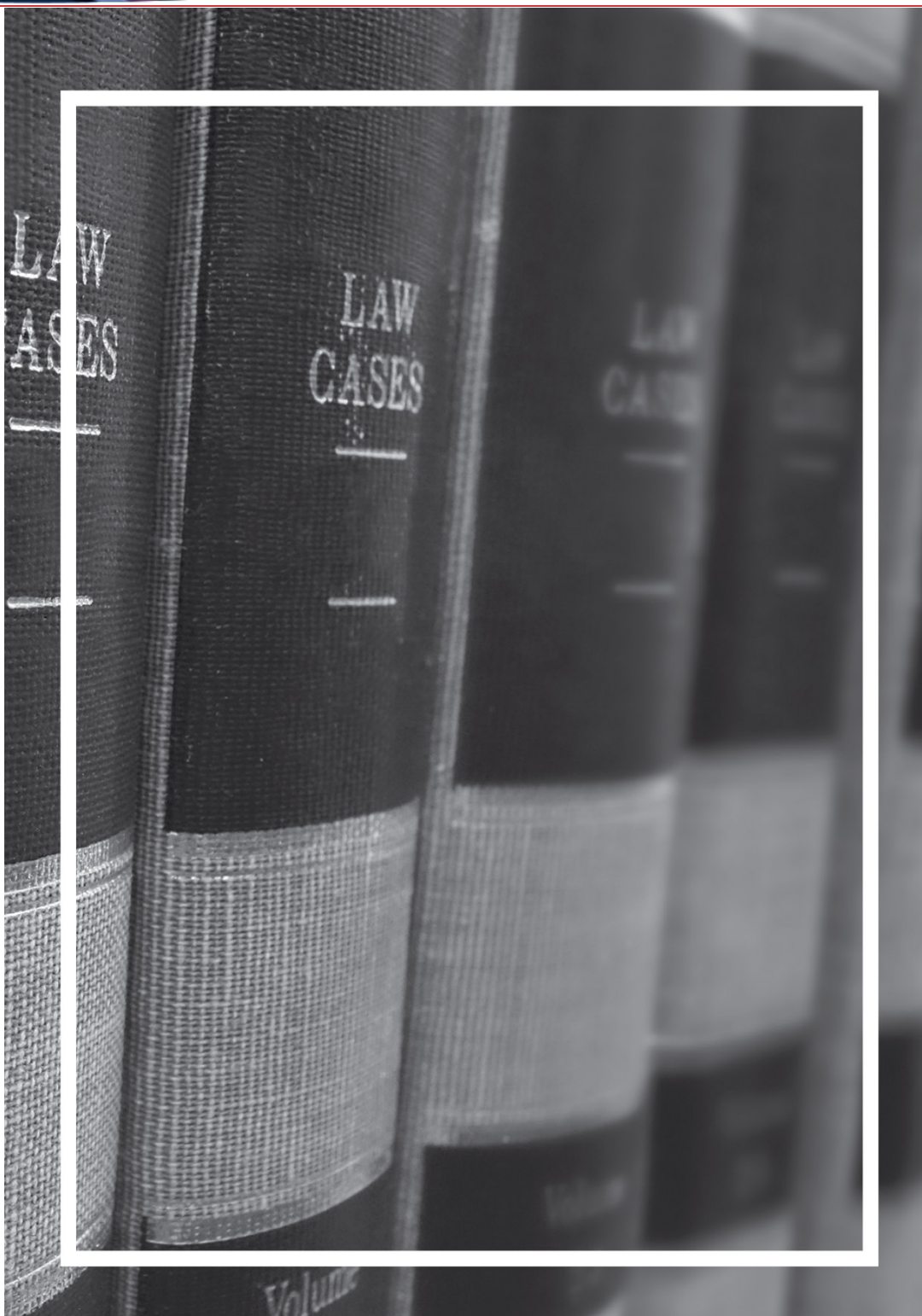
**Restrictions on Former Employees (18 U.S.C. 207).** After you leave the Postal Service, you may be subject to limitations on your post employment activities.





# ~~Ethical Service Handbook for Executive Branch Employees~~

Welcome  
to the





# ~~Ethical Service Handbook for Executive Branch Employees~~

## ENGAGEMENT

Building awareness of the ethics principles, rules and laws so you can spot actual or potential ethical issues is an ongoing process.

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# ~~Ethical Service Handbook for Executive Branch Employees~~



*In fact, when you seek advice from a postal ethics official about the principles, the standards, or the Postal Service's supplemental regulations, you cannot be disciplined for relying upon that advice, provided you fully disclosed all of the relevant information.*

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# ~~Ethical Service Handbook for Executive Branch Employees~~

- ETHICS -

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## ENGAGEMENT

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Building awareness of the ethics principles, rules and laws so you can spot actual or potential ethical issues is an ongoing process. It requires that you cultivate habits of asking questions and seeking advice.

If you find yourself in a situation and don't know whether there is a problem or are unsure what to do, talk it out with someone. Consult your supervisor or an agency ethics official. Ethics officials are there to answer your questions and assist you.

The Postal Service's Ethics Officials are attorneys and specialists located in the Ethics & Compliance Section of the U.S. Postal Service Law Department at postal headquarters in Washington, D.C. The Ethics Office always welcomes your questions and concerns. Contact the Ethics Office at (202) 268-6346 or [Ethics.Help@usps.gov](mailto:Ethics.Help@usps.gov).

Given that an ethics violation harms the reputation of the Postal Service, disrupts the Postal Service's work, and has personal repercussions for you, it is in everyone's interest that you seek advice before acting.

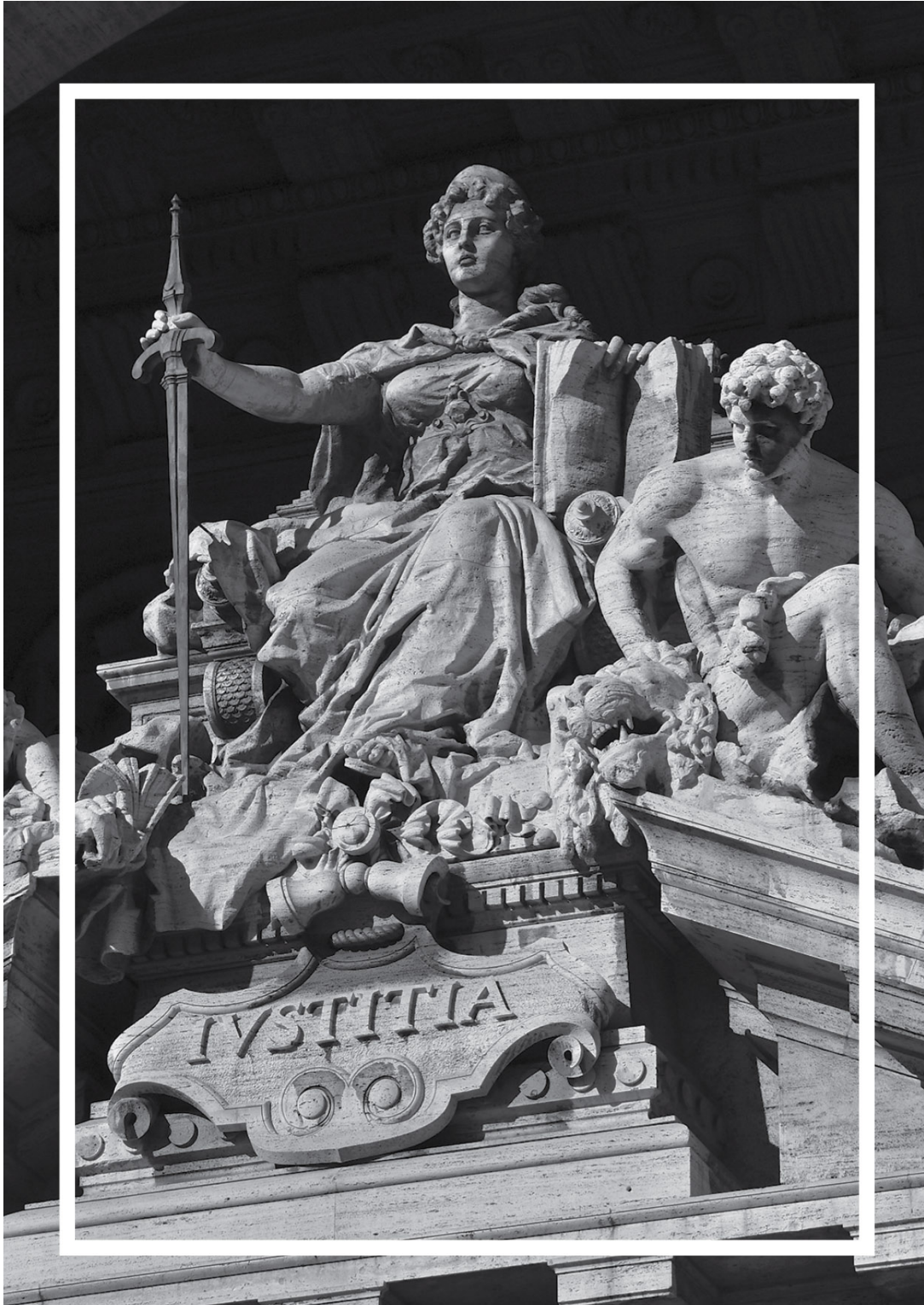
You should never feel alone in making decisions about what is ethically appropriate or legally required of you.

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# ~~Ethical Service Handbook for Executive Branch Employees~~





# ~~Ethical Service Handbook for Executive Branch Employees~~

Welcome  
to the

UNITED STATES  
POSTAL SERVICE

2

## ACCOUNTABILITY

3

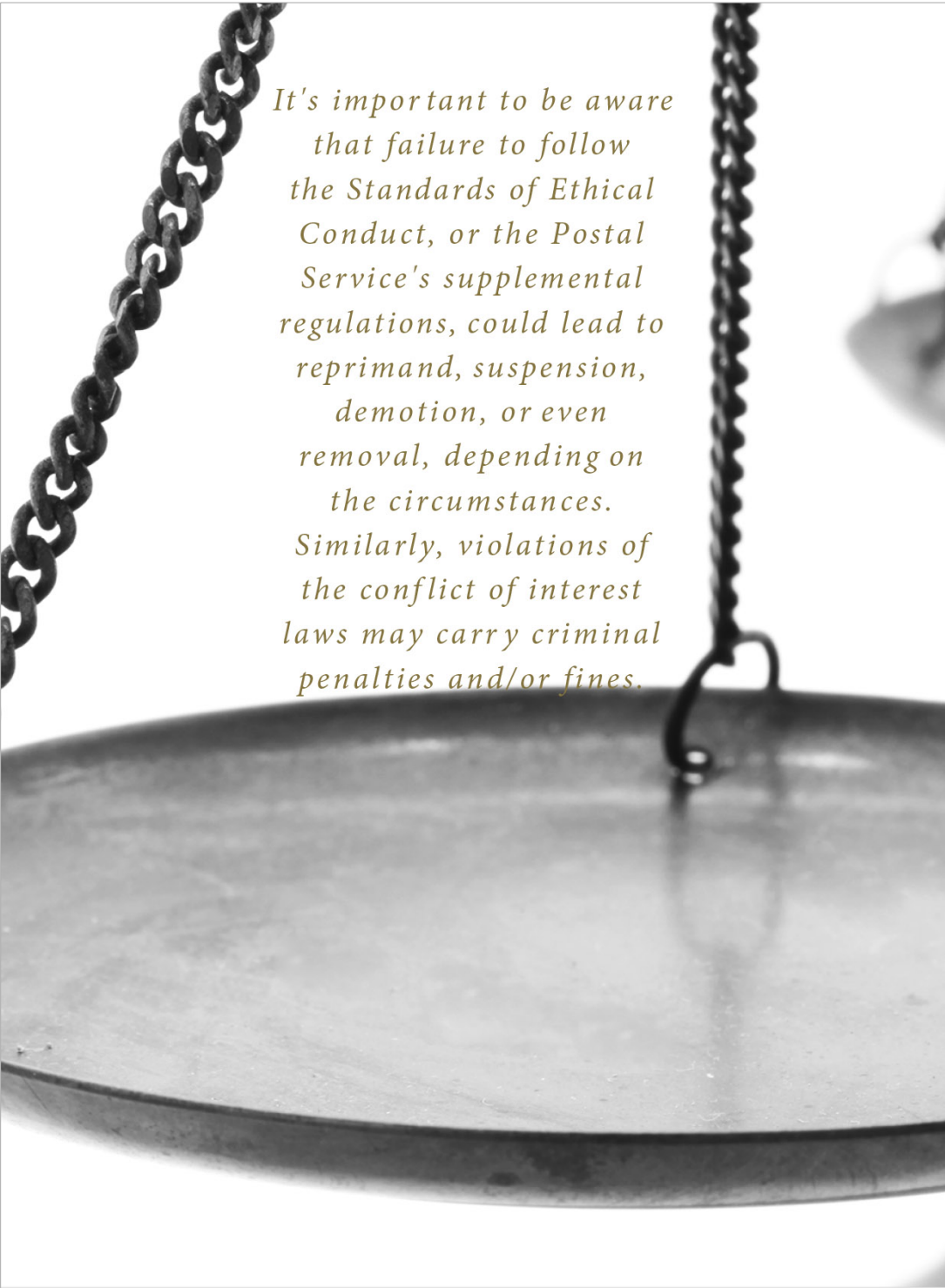
Accountability is the cornerstone of honest service.

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# ~~Ethical Service Handbook for Executive Branch Employees~~





*It's important to be aware that failure to follow the Standards of Ethical Conduct, or the Postal Service's supplemental regulations, could lead to reprimand, suspension, demotion, or even removal, depending on the circumstances. Similarly, violations of the conflict of interest laws may carry criminal penalties and/or fines.*

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# ~~Ethical Service Handbook for Executive Branch Employees~~

- ETHICS -

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## ACCOUNTABILITY

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An ethical workplace is one where ethical conduct is encouraged and supported. It is also one where concerns can be raised without fear of retaliation. If you observe waste, fraud, abuse or other misconduct, there are avenues for reporting it.

The Postal Service's Ethics Office is always a resource for discussing what you have observed.

Likewise, concerns about suspected misconduct should be reported to the U.S. Postal Service Office of Inspector General, or to the Office of Special Counsel.

When we each act with integrity, and expect the same of others, we not only perform with excellence but we engender trust.

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## Fact Sheet, Non-Career Employee Benefits pg. 1



### FACT SHEET

### Non-Career Employee Benefits

The Postal Service offers non-career employees competitive pay and benefits to help them achieve a balance between work and home life. We take employee benefits seriously, because your health and your family's health are important to us. Below is an overview of the benefits and resources available to our non-career employees. More details on each benefit can be found at: <https://liteblue.usps.gov/benefits>

#### Health Insurance (60 days from enter-on-duty date to enroll)

The USPS Health Benefits Plan is administered by United Healthcare and is available to all non-career employees except Assistant Rural Carriers (ARCs), Holiday Clerk Assistants (HCAs) and Holiday Transportation Assistants (HTAs). You may immediately enroll after your enter-on-duty (EOD) date, unless you are a casual. Casual employees must work an average of 30 hours per week over a measurement period. The Postal Service contributes a minimum of \$125 per pay period towards the cost of this plan.

The Postal Service also participates in the Federal Employees Health Benefits (FEHB) Program. You may participate in FEHB after you complete 365 days of continuous service, excluding any breaks in service of five days or less. There are many plans under the FEHB Program; including Fee-For-Service, Health Maintenance Organizations (HMOs), and High Deductible and Consumer-Driven Health Plans. While most non-career employees pay the full cost of the plan they elect, some non-career employees are eligible for an employer contribution to certain plans administered by the union that represents them.

#### Dental and Vision Insurance (60 days from eligibility date for FEHB to enroll)

You will be eligible to participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP) if you are eligible to participate in FEHB. While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable because premium contributions are not subject to taxes.

#### Flexible Spending Accounts (60 days from eligibility date for FEHB to enroll)

Employees eligible to participate in FEHB may also participate in the Flexible Spending Accounts (FSA) Program. Tax-free FSA contributions can be used to cover most out-of-pocket health care and dependent care (day care) expenses.

#### Long Term Care Insurance (60 days from eligibility date for FEHB to enroll)

You will be eligible to participate in the Federal Long Term Care Insurance Program (FLTCIP) if you are eligible for FEHB. FLTCIP insures for the cost of receiving long-term care (for example, nursing home, assisted living, or in-home care), which typically is not covered by an individual's health insurance or Medicare.

#### Leave

The Postal Service offers annual leave (paid time off) to certain categories of non-career employees. Speak to your supervisor or refer to the provisions of your collective bargaining agreement to determine eligibility.

#### Employee Assistance Program

At varying times in each of our lives we must face personal challenges. Some problems are easily resolved, but others can best be solved with professional assistance. The Postal Service provides free access to an Employee Assistance Program (EAP) for all employees and their families through Magellan Health Services. EAP is more than just another benefit. It's a time-saving, stress-relieving, powerful tool that helps put resources at your fingertips and supports you in reaching your full potential. Check out [www.EAP4YOU.com](http://www.EAP4YOU.com) for more information.



11/20/17



## Fact Sheet, Non-Career Employee Benefits pg. 2



## Benefits & Wellness

The Benefits & Wellness Team's mission is to support the overall wellbeing of our employees and their families through awareness, education, and access to better options. Wellness is about your physical and emotional health, it's about your sense of financial security, it's about your connections with others and your community, and it's about how fulfilled you feel in your work, and at work. Wellness is not about sacrificing in one area in order to succeed in another. It's about finding a balance between all of these dimensions – caring for the whole *you*. Visit our Health and Wellness page at <https://liteblue.usps.gov/wellness/>.

## LOOKING AHEAD

In addition to a number of the benefits provided to non-career employees, bargaining unit career employees receive:

- A generous Postal Service contribution towards the FEHB plan of their choice.
- Free Basic life insurance coverage and the option to purchase additional coverage for themselves and their family.
- Participation in the Federal Employees Retirement System, which provides a defined benefit (pension) and up to a 5% Postal Service contribution towards their Thrift Savings Plan.
- For full-time career employees, thirteen days of annual leave increasing to 20 days per year after 3 years of service, and 13 days of sick leave per year. For part time employees, excluding rural carriers, annual and sick leave is prorated based upon hours in a pay status.
- Tax-free purchase of public transportation and parking, up to the IRS maximums, to reduce out-of-pocket transportation costs through our Commuter Benefits program

As you continue your employment with the Postal Service, you may want to consider working towards a career appointment for even more benefits.

Over time benefits can change. Please visit <https://liteblue.usps.gov/benefits> for the most up to date information.

*It is not the intent of this document to amend or conflict with the provisions of the collective bargaining agreements between the Postal Service and its labor unions, nor with provisions of the Employee and Labor Relations Manual (ELM). The specific benefits authorized for an employee covered by a collective bargaining agreement are determined by the terms of that agreement, or the ELM.*



11/20/17



## Customized 14 General Principles



*Welcome  
to the*

UNITED STATES  
POSTAL SERVICE

# 14

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## GENERAL PRINCIPLES

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U.S. Postal Service Ethics Office  
202-268-6346  
[Ethics.Help@usps.gov](mailto:Ethics.Help@usps.gov)

## Customized 14 General Principles

- ETHICS -

### GENERAL PRINCIPLES

*The following general principles apply to every employee and may form the basis for the standards contained in this part. Where a situation is not covered by the standards set forth in this part, employees shall apply the principles set forth in this section in determining whether their conduct is proper.*

1. Public service is a public trust, requiring employees to place loyalty to the Constitution, the laws and ethical principles above private gain.
2. Employees shall not hold financial interests that conflict with the conscientious performance of duty.
3. Employees shall not engage in financial transactions using nonpublic Government information or allow the improper use of such information to further any private interest.
4. An employee shall not, except as permitted by subpart B of this part, solicit or accept any gift or other item of monetary value from any person or entity seeking official action from, doing business with, or conducting activities regulated by the employee's agency, or whose interests may be substantially affected by the performance or nonperformance of the employee's duties.
5. Employees shall put forth honest effort in the performance of their duties.





## Customized 14 General Principles

6. Employees shall not knowingly make unauthorized commitments or promises of any kind purporting to bind the Government.
7. Employees shall not use public office for private gain.
8. Employees shall act impartially and not give preferential treatment to any private organization or individual.
9. Employees shall protect and conserve Federal property and shall not use it for other than authorized activities.
10. Employees shall not engage in outside employment or activities, including seeking or negotiating for employment, that conflict with official Government duties and responsibilities.
11. Employees shall disclose waste, fraud, abuse, and corruption to appropriate authorities.
12. Employees shall satisfy in good faith their obligations as citizens, including all just financial obligations, especially those—such as Federal, State, or local taxes—that are imposed by law.
13. Employees shall adhere to all laws and regulations that provide equal opportunity for all Americans regardless of race, color, religion, sex, national origin, age, or handicap.
14. Employees shall endeavor to avoid any actions creating the appearance that they are violating the law or the ethical standards set forth in this part. Whether particular circumstances create an appearance that the law or these standards have been violated shall be determined from the perspective of a reasonable person with knowledge of the relevant facts.

# Supplemental Standards of Ethical Conduct for Employees of the United States Postal Service



## Supplemental Standards of Ethical Conduct For Employees of the United States Postal Service

### **5 C.F.R. § 7001.102(a)**

No Postal Service employee shall engage in outside employment or business activities with or for a person, including oneself, engaged in:

- i. The manufacture of any uniform or other product required by the Postal Service for use by its employees or customers;
- ii. The transportation of mail under Postal Service contract to or from the postal facility at which the employee works, or to or from a postal facility within the delivery area of a post office in which the employee works;
- iii. Providing consultation, advice, or any subcontracting service, with respect to the operations, programs, or procedures of the Postal Service, to any person who has a contract with the Postal Service or who the employee has reason to believe will compete for such a contract; or
- iv. The operation of a commercial mail receiving agency registered with the Postal Service, or the delivery outside the mails of any type of mailable matter, except daily newspapers.

### **5 C.F.R. § 7001.102(b)**

Prior approval\* is required before an employee may engage in outside employment or business activities with or for persons with whom the employee has official dealings on behalf of the Postal Service, or with or for persons, including oneself, whose interests are substantially dependent upon or affected significantly by postal rates, fees, or classifications, or substantially dependent upon providing goods or services to, or for use in connection with, the Postal Service.

### **5 C.F.R. § 7001.103**

Pursuant to 18 U.S.C. § 440, an employee is prohibited from becoming interested in any contract for carrying the mail, or acting as an agent—with or without compensation—for any contractor, or person offering to become a contractor, in any business before the Postal Service.

*\*Request prior approval from the **Ethics Office** at 202-268-6346 or [ethics.help@usps.gov](mailto:ethics.help@usps.gov).*

*Updated 6/19/2015*



## Outside Employment and Activities Briefing Sheet

### **Outside Employment and Activities:**

#### ***What You Should Know About Working Outside the Postal Service***

The *Standards of Ethical Conduct for Employees of the Executive Branch* (Standards) and the *Supplemental Standards of Ethical Conduct for Employees of the U.S. Postal Service* (Supplemental Standards) impose restrictions on postal employees regarding outside employment or business activities that may conflict with their official duties. The Supplemental Standards specifically prohibit postal employees from engaging in certain outside employment and business activities in addition to their postal jobs.

#### **Postal employees may NOT engage in outside employment or business activities with or for:**

- A person or company that delivers mailable matter (other than daily newspapers) outside of the U.S. mail. Companies that deliver mailable matter outside the mail include, for example, FedEx, UPS, Amazon, DHL, and all other persons or companies that provide delivery services for items that could otherwise be sent through the mail. This prohibition is not affected by the contracts and agreements between USPS and any such companies;
- A person or company that operates a commercial mail receiving agency (CMRA), such as, for example, The UPS Store, FedEx Print & Ship Center, Mail Boxes Etc., PakMail, and other similar outlets;
- A person or company that manufactures uniforms or other products required by the Postal Service for use by its employees or customers;
- A person or company that moves mail pursuant to Postal Service contract (Highway Contract Routes – HCR) to or from the postal facility at which the employee works and/or within the delivery area of the employee's facility, and
- A person or company that provides consultation, advice, or any subcontracting service regarding postal programs, operations, or procedures, to any person or entity that has a contract with the Postal Service or that seeks to contract with the Postal Service.

**Certain other activities and employment *may* be permitted if prior approval is obtained** from the Ethics Office at USPS Headquarters in accordance with the Supplemental Standards. More information about outside employment and activities can be found on the Postal Blue website at <http://blue.usps.gov/uspslaw/Ethics.htm>, or

**Contact the Ethics Office at  
(202) 268-6346 or [ethics.help@usps.gov](mailto:ethics.help@usps.gov)**





## USPS Headquarters Ethics Officials

For the most up-to-date information, please visit <http://blue.usps.gov/uspslaw/Ethics.htm>



**FOR QUESTIONS RELATED TO ETHICS**

**Ethics Helpline 202-268-6346**

**ETHICS EMAIL: "Ethics Help" (internal email) or [ethics.help@usps.gov](mailto:ethics.help@usps.gov) (external)**

**USPS Headquarters Ethics Officials:**

**Natalie Bonanno**

**Acting Associate General  
Counsel and Chief Ethics &  
Compliance Officer**

Ethics & Compliance Office  
475 L'Enfant Plaza, SW, Rm. 6108  
Washington, DC 20260-1101  
(202) 268-2944

**Jessica Brewster-Johnson, Senior Ethics Counsel**

Ethics & Compliance Office  
USPS Law Department  
475 L'Enfant Plaza, SW, Rm. 6426  
Washington, DC 20260-1127  
(202) 268-6936

**Tamara O'Neil, Attorney**

Ethics & Compliance Office  
USPS Law Department  
475 L'Enfant Plaza, SW, Rm. 6405  
Washington, DC 20260-1127  
(202) 268-5060

**Elaine Champi, Attorney**

Ethics & Compliance Office  
USPS Law Department  
475 L'Enfant Plaza, SW, Rm. 6437  
Washington, DC 20260-1127  
(202) 268-2830

**Clevette Lee, Attorney**

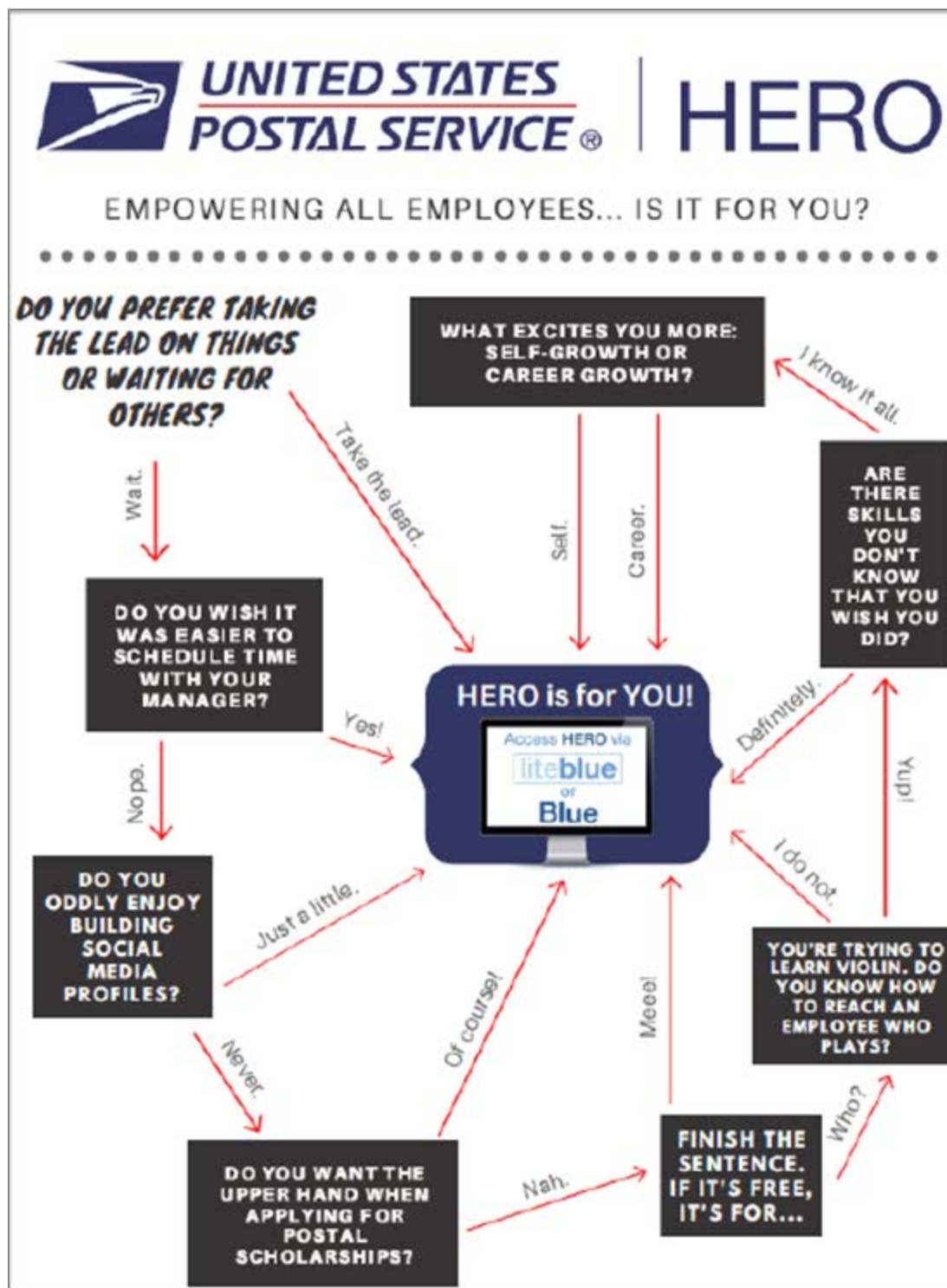
Ethics & Compliance Office  
USPS Law Department  
475 L'Enfant Plaza, SW, Rm. 6433  
Washington, DC 20260-1127  
(202) 268-8149

**LaToya Parker, Ethics Specialist**

[Financial Disclosure (OGE-450 & OGE-278e reports) issues]  
Ethics & Compliance Office  
USPS Law Department  
475 L'Enfant Plaza, SW, Rm. 6306  
Washington, DC 20260-1127  
(202) 268-5798

Last update: 08-2018

## HERO Reference Materials



## HERO Reference Materials

Start owning your career **NOW!**

**1** It starts with your HEROProfile!

[View HEROProfile Video](#)

[Update Your HEROProfile](#)



**2**

Once your HEROProfile is completed, reach out to your manager about your next steps...

**3**

Continue to use HERO to  
**Learn, Grow, and Develop!**





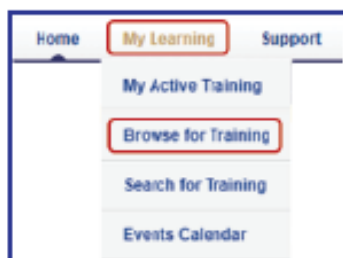
## HERO Reference Materials

# SELF-DEVELOPMENT

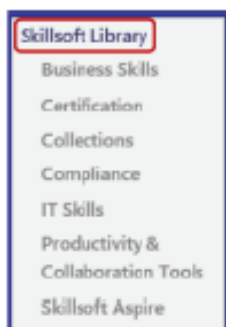


Hover over **My Learning**

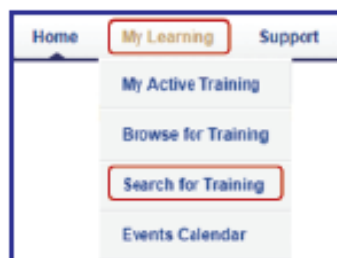
**Browse for Training**



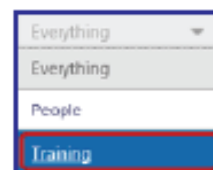
**Select Skillsoft Library**



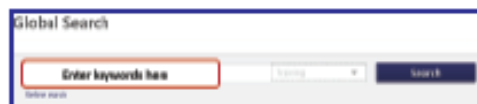
**Search for Training**



**Select Training from dropdown**



**Search keywords to locate course!**



***Start enjoying this free benefit today !***

## **HERO Reference Materials**



### **Frequently Asked Questions (FAQs)**

HERO | Self-Development

#### **GENERAL**

##### **What is Self-Development?**

Self-Development is voluntary, off-the-clock training which an employee chooses to take in order to attain self-determined goals or personal objectives. Self-Development is not to be directly related to the employee's current job or definite future assignment and is separate from any mandatory or assigned training.

##### **What are the benefits of Self-Development?**

Self-Development provides all USPS® employees the opportunity to learn something new, grow personally, enhance current skillsets, or prepare for professional certifications for free.

##### **Who can access self-development courses?**

All employees can access this no-cost benefit through the Learning Portal in HERO.

##### **What type of self-development courses can be accessed?**

There are over 3,000 self-development courses in HERO, which include categories such as leadership, project management, legal compliance, information technology skills, mobile devices and computer skills, finance and accounting, professional effectiveness, and human resources.

##### **How do I access self-development courses?**

Most employees can access self-development courses anytime off-the-clock by logging into HERO through LiteBlue on their personal device or computer. Those who have the ability to view and/or impact another employee's training records (elevated access) can access self-development courses in HERO through Blue outside of their regular work hours and with advance approval if postal resources are to be used.

##### **When can I complete self-development courses?**

Self-Development courses are to be completed outside of the employee's regular work hours and are non-compensable. Management should support and provide the necessary resources to the extent possible for those employees with elevated access who opt to complete self-development courses.



1



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HERO

Last Updated: February 14, 2020

## Accessing LiteBlue and PostalEASE

(Page 1 of 2)

### To access LiteBlue...

**STEP 1:** From the Internet, enter **liteblue.usps.gov** in the URL.



**STEP 2:** From the LiteBlue Welcome page:

- Enter your 8-digit **Employee ID**.
- Enter your **USPS Self-Service Password**.
- Click on the **Logon** button.





You will land on the LiteBlue homepage.

The image displays two screenshots of the LiteBlue United States Postal Service homepage. The top screenshot shows the 'Important Employee Information' section, which includes links to 'Hot topics', 'LineBlue District Sites', and 'Area Updates'. The bottom screenshot shows the 'Hot topics' section, which includes links to 'growing the business', 'Employee Apps - Quick Links', and 'Workforce Connection'.



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To access HERO and start owning your career, click on the HERO image located on the right-hand side of the LiteBlue home page. Once in HERO, choose HERO Support for further guidance.



## Accessing LiteBlue and PostalEASE

(Page 2 of 2)

To access PostalEASE...

**STEP 1:** From the LiteBlue home page, click on **PostalEASE** as it appears in the Employee Apps – Quick links carousel.

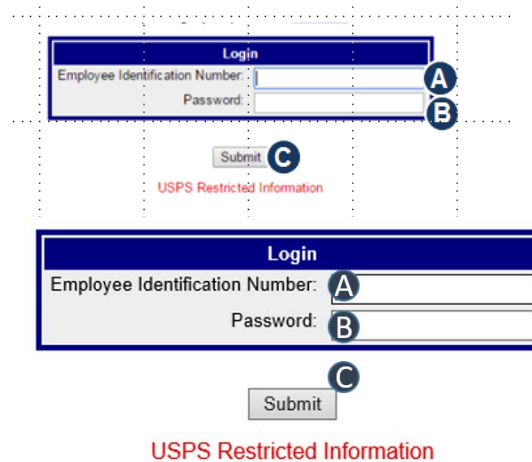


**STEP 2:** Review the user agreement for PostalEASE and select **I Agree** to continue.



**STEP 3:** From the PostalEASE Welcome page,

- Enter your 8-digit **Employee ID**.
- Enter your **USPS Password**.
- Click on the **Submit** button.





You will land on the PostalEASE Main Menu.

**PostalEASE Employee Web Main Menu**

Note: Do not use the browser's Back or Forward button for navigating within PostalEASE.  
Use only the buttons included on the PostalEASE Web pages.

Payroll	Benefits
Allotments / Payroll Net To Bank	USPS Non-Career Employee Health Benefits Plan
Federal W-4	Federal Employees Health Benefits
eTravel Net To Bank	Thrift Savings Plan / Traditional and Roth
W-2	TSP Catch-Up Contributions / Traditional and Roth
State Tax	Flexible Spending Accounts
	Annual Leave Exchange
	Annuity Estimate
	eOPF Fulfillment
	Health Savings Accounts

Log out

*Brought to you in partnership by Human Resources and Information Technology*



## Managing Your Compensation

(Page 1 of 3)

**STEP 1:** From the PostalEASE Main Menu, click on **Allotments / Payroll Net to Bank**.

**STEP 2:** Review the information on the Allotments/Net to Bank welcome page. Click on **Continue** to proceed with processing your transaction.

**STEP 3:** From the Allotments/Net to Bank Transaction Menu:

- A. Click **Allotments** to add, change, or cancel specified amounts deposited to an account at a financial institution.

**OR**

- B. Click **Net To Bank** to add, change, or cancel a direct



deposit of your net paycheck  
after any allotments.

## Managing Your Compensation

(Page 2 of 3)

To add or change Allotments...

**STEP 1:** From the Allotments page,

- a) Enter the 9-digit financial institution **Routing Transit #**.
- b) Enter the **Account #**.
- c) Select an **Account Type**.
- d) Click on the **Submit** button.
- e) Enter **Amount**.

**Allotment 1**

**Add New Allotment**

Routing Transit #:	<input type="text"/>	<input type="button" value="Example"/>
Financial Institution Name:	None	
Account #:	<input type="text"/>	<input type="button" value="Example"/>
Account Type:	<input type="text"/>	
Amount: \$	<input type="text"/>	

The name of your financial institution will automatically populate based on the routing number entered.

**STEP 2:** Click **Validate** and verify that the information entered is accurate.

**STEP 3:** -Click the **Submit** button.

**STEP 4:-** You will receive a confirmation number, the processing date and the paycheck that will reflect your choices.

This transaction will be processed in pay period  and reflected in your paycheck dated



Your transaction has been successfully recorded.  
Thank you for using PostalEASE.  
Your confirmation number:

138998

Please save this confirmation for your records.



# Managing Your Compensation

(Page 3 of 3)

## To add or change Net to Bank...

**STEP 1:** From the Net to Bank page,

- Enter the 9-digit financial institution **Routing Transit #**.
- Enter the **Account #**.
- Select an **Account Type**.

The name of your financial institution will automatically populate based on the routing number entered.

**NOTE:** To cancel your existing direct deposit, click the **Cancel Net to Bank** button.

**STEP 2:** Click **Validate** and verify that the information entered is accurate.

**STEP 3:** Click the **Submit** button.

**STEP 4:** You will receive a confirmation number, the processing date and the paycheck that will reflect your choices.

### Net To Bank

Current Information	
Routing Transit #:	<input type="text"/> Example
Financial Institution Name:	<input type="text"/> Example
Account #:	<input type="text"/>
Account Type:	<input type="text"/>

Cancel Net To Bank

To modify your Net To Bank, enter the information above and then click Validate. To cancel it, click the Cancel Net To Bank button above.

Back Main Menu Validate

USPS Restricted Information

This transaction will be processed in pay period  and reflected in your paycheck dated



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Your transaction has been successfully recorded.  
Thank you for using PostalEASE.  
Your confirmation number:

**138998**

Please save this confirmation for your records.



# Managing Your Health Benefits

## STEP 1: Log into PostalEASE.

**PostalEASE Employee Web Main Menu**

Note: Do not use the browser's Back or Forward button for navigating within PostalEASE. Use only the buttons included on the PostalEASE Web pages.

Payroll	Benefits
Allotments / Payroll Net To Bank	USPS Non-Career Employee Health Benefits Plan
Federal W-4	Federal Employees Health Benefits
eTravel Net To Bank	Thrift Savings Plan / Traditional and Roth
W-2	TSP Catch-Up Contributions / Traditional and Roth
State Tax	Flexible Spending Accounts
	Annual Leave Exchange
	Annuity Estimate
	eOPF Fulfillment
	Health Savings Accounts

Log out

*Brought to you in partnership by Human Resources and Information Technology*

## STEP 2: Select the health benefits plan in which you wish to enroll.

- a) Click **USPS Non-Career Employee Health Benefits Plan** to enroll in the NCEHB program and follow the prompts to complete each screen.

**PostalEASE Employee Web Main Menu**

Note: Do not use the browser's Back or Forward button for navigating within PostalEASE. Use only the buttons included on the PostalEASE Web pages.

Payroll	Benefits
Allotments / Payroll Net To Bank	USPS Non-Career Employee Health Benefits Plan <b>A</b>
Federal W-4	Federal Employees Health Benefits <b>B</b>
eTravel Net To Bank	Thrift Savings Plan / Traditional and Roth
W-2	TSP Catch-Up Contributions / Traditional and Roth
State Tax	Flexible Spending Accounts
	Annual Leave Exchange
	Annuity Estimate
	eOPF Fulfillment
	Health Savings Accounts

Log out

*Brought to you in partnership by Human Resources and Information Technology*

NOTE: This plan is available to select employees only.

OR

- b) Click **Federal Employee Health Benefits** to enroll in the FEHB program and follow the prompts to complete each screen.



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NOTE: Non career employees may be eligible after one year of continuous employment, excluding any break in service of 5 days or less.



## Resetting Your USPS Self-Service Password

If you have lost or forgotten your password...

**STEP 1:** Click the **Forget Your Password?** link on the LiteBlue login pages.

### Welcome to LiteBlue

The next generation in employee communications

LiteBlue is here to help you to communicate faster and stay connected. It's packed with the information you want about career development, revenue and service performance, products, recognition — you name it. There's even a place where you can give us feedback. You also have secure access to PostalEASE through LiteBlue to check, and during open season, change your benefits selections.

Check back often, because LiteBlue will continue to evolve — to transform — and deliver results that serve you better. It's the postal way!

Reminder, as of April 28, 2014, use your SSP Password for Self Service Web applications; use your USPS Personal Identification Number (PIN) for Self Service IVRs (Interactive Voice Response Systems).

### Here's how you log on:

You'll need your Employee ID and USPS Self Service Password to log on to LiteBlue.

- Your Employee ID is easy to find — just look at the top of your earnings statement. It's the 8-digit number printed just above the words "Employee ID."
- Your USPS Self Service Password is the new security standard as of April 28, 2014 that is used to access a variety of USPS self-service applications including LiteBlue. If you have not set up your password in the Self Service Profile (SSP) application or you have forgotten your Self Service Password [click here](#).

As of April 28, 2014 this application will require a new password instead of the 4-digit PIN.

Employee ID:

USPS Password:

Log On

Forget Your Password?  
Frequently asked questions



Is this Site Secure?

You will land on the USPS Self-Service Profile EIN Verification page from which you will be guided through the SSP Application - Password Reset process

**NOTE:** If this is your first visit, you will be guided through the SSPR registration process. Once the registration process is completed:

- You will be instructed to exit the application.
- A USPS password letter will be automatically generated and mailed to your address of record confirming the registration process has taken place.

- C. At this point, you will be able to use the SSPR application to reset or change your USPS self-service password from the LiteBlue login page using the process above.

## PS Form 8139, Your Role in Protecting the Security of the United States Mail



### Your Role in Protecting the Security of the U.S. Mail

As a Postal Service employee you must preserve and protect the security of all mail in your custody from unauthorized opening, inspection, tampering, delay, reading of the contents or covers, or other unauthorized acts. With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Mail Recovery Center), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime. Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution. Mail security instructions are contained in part 274 of the *Administrative Support Manual*.

Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, *Theft of Mail Matter by Officer or Employee*, states:

"Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."

#### Acknowledgment

I understand that it is my duty to report immediately to my supervisor or to a Postal Inspector any information I may have of any theft, pilferage, unlawful delay of mail, or evidence of intent to commit such a crime. I fully understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, or to steal or attempt to steal mail of any kind, even if it appears to be worthless, or to allow others to do so. My signature below indicates that I have read and fully understand the above and I will comply.

Signature of Employee

Date

PS Form 8139, January 2013



## Your Role in Protecting the Security of the U.S. Mail

As a Postal Service employee you must preserve and protect the security of all mail in your custody from unauthorized opening, inspection, tampering, delay, reading of the contents or covers, or other unauthorized acts. With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Mail Recovery Center), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime. Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution. Mail security instructions are contained in part 274 of the *Administrative Support Manual*.

Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, *Theft of Mail Matter by Officer or Employee*, states:

"Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."

### Acknowledgment

I understand that it is my duty to report immediately to my supervisor or to a Postal Inspector any information I may have of any theft, pilferage, unlawful delay of mail, or evidence of intent to commit such a crime. I fully understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, or to steal or attempt to steal mail of any kind, even if it appears to be worthless, or to allow others to do so. My signature below indicates that I have read and fully understand the above and I will comply.

Signature of Employee

Date

PS Form 8139, January 2013



## AVSEC Visual Reference Guide

### AVSEC Visual Reference

**CONTAINER CONTENTS**  
**ANONYMOUS MAIL**

*Return to Sender's ZIP Code:*

Preparer's Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
From (Facility Name): \_\_\_\_\_ ZIP \_\_\_\_\_

☐ POTENTIAL ☐ VERIFIED BY: \_\_\_\_\_

Anonymous Mail Placard

#### DDD1 – 10 Ounce Rule Label



DDD2 – Attention Mailing Customer Label



DDD 1 Placement – Collection Box



DDD 1 Placement – Lobby Drop

**USPS EXPRESS MAIL®**

**USPS PRIORITY MAIL®**

**USPS DELIVERY CONFIRM®**

**Shipping Labels**

#### Digital Meter IBI



#### PC Postage® Internet Postage



#### PC Postage Stamp Labels



#### RAM60



#### CARS



## Suspicious Mail

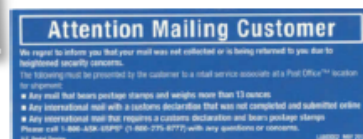
### AVSEC Visual Reference Guide September 2014



Anonymous Mail Placard



DDD1 Placement - Collection Box



DDD2 - Attention Mailing Customer Label



DDD1 Placement - Lobby Drop

#### Electronic Postage Examples



Shipping Labels

#### Digital Meter IBI



#### PC Postage® Internet Postage



#### PC Postage Stamp Labels



Stamps.com NetStamps

#### RAM60



Aviation Security Website: <http://blue.usps.gov/aviationsecurity>

Revision 09/14

Page 1 of 2

## ~~AVSEC Visual Reference Guide cont.~~

Poster 206



AVSEC Clearance  
Stamp Impression



AVSEC Clearance  
Stamp Impression 2



Label 127 new



Label 127 old

Poster 207



Zero PVI  
Strip

Revision 09/14

Page 2 of 2

## Suspicious Mail

### What to Look for

Shape	Is the mailpiece lopsided or uneven? Is it rigid or bulky?
Look	Is it leaking a powder or liquid? Is it making a noise? Are there oily stains, discolorations, or crystals on the wrapper? Are there protruding wires? Does it have a strange odor? Is it displaying a threat of hazardous content? Is the package endorsed with markings, such as PERSONAL – FRAGILE – HANDLE WITH CARE? Keep in mind, the outward appearance is limited only by the imagination of the sender.
Address	Is there a return address? Are there restrictive markings, such as PERSONAL OR PRIVATE? Are there misspelled words? Is it addressed to a title rather than to an individual? Is it an incorrect title? Is it poorly typed or written? Are homemade labels or cut-and-paste letters used? Is the postmark different from the return address?
Packaging	Is it sealed with tape? Is there excessive tape? Is there excessive postage?

### People, Package, Plan

To protect yourself, your customers, and our workplace, be aware of this simple but important message for suspicious mail and unknown substances: package, people, plan.

#### Package: Don't handle it. Isolate it immediately.

- Stop. Leave the mailpiece or substance where it was found.
- Don't disturb it. Don't try to clean up the substance. Don't open, smell, or taste it.
- Don't bag it or try to containerize it and don't send it to another operation or location.
- If possible, without disturbing the piece of mail or substance, document the location and description of the mailpiece or substance, as well as the name and address of the sender and addressee.
- Try to contact the sender or addressee to verify the contents of the package.
- Isolate it by cordoning off the immediate area.

#### People: Clear the area of people and notify your supervisor.

- You need to make everyone aware of the situation. By immediately clearing the area, you prevent others from handling the suspicious mail or substance.





## Suspicious Mail

- Everyone in the immediate area should wash their hands and any exposed skin with soap and water.
- Don't delay contacting your supervisor, who will contact the Inspection Service. If a supervisor isn't available, see the instruction below concerning the plan.

### **Plan: Contact the Postal Inspection Service and follow your facility emergency plan.**

- If a supervisor is unavailable, call the Inspection Service's 24-hour, toll-free number at 877-876-2455 (option 2). Tell the Inspection Service what you know about the mailpiece or substance. They will conduct a threat assessment and provide further instruction.
- All Postal Service installations have emergency plans. Follow them! They may be referred to as emergency action plans.

If you experience an emergency involving smoke, fumes, or vapors, or if an employee exhibits medical problems, immediately evacuate the area and call 911.

## Suspicious Items – Exercise Caution

These precautionary measures can help ensure the safety of all Postal Service employees and customers.

### **For Collectors and Carriers:**

If you open a mailbox and see a suspicious item inside, or if a customer returns a mail piece to you on the street, follow these steps:

- Do not touch or move the item.
- Don't put anything else in the mailbox.
- Leave the mailbox door open.
- Evacuate the immediate area.
- Isolate the area around the mailbox and determine if the suspicious item is or is not an immediate danger to life or safety.

If you believe the suspicious item is not an immediate danger to life or safety:

- Do not touch the package. Personally move to a safe area and call your supervisor to report the incident
- Call the Postal Inspectors at 877-876-2455. When prompted, state "emergency" to speak with a Postal Inspector.

If you think the suspicious item is an immediate danger to life or safety (i.e. if you see smoke or hear sounds such as, hissing, etc.):

- Do not touch the package. Personally move to a safe area and call 911.



- Follow instructions from first responders.
- Call your supervisor to report the incident.
- Call the Postal Inspectors at 877-876-2455. When prompted, state "emergency" to speak with a Postal Inspector.

## **Suspicious Mail**

### **~~Suspicious Mail~~**

~~"emergency" to speak with a Postal Inspector.~~

#### **For Mail Processing Employees:**

- Examine mail volume pulled from Collection boxes outside the Mail processing facilities for any suspicious packages.
- Follow the proper procedures for suspicious mail, especially for anything discovered in the 010 area.
- Employees working on package sorting equipment must identify and isolate suspicious mail on the machine while dumping or processing.
- Employees working in manual areas must also be able to identify and isolate suspicious mail.

#### **For Retail and Customer Service Employees:**

- Inspect parcels placed in hampers stationed outside the counter line and self-service kiosk parcel drops.
- Inspect any packages left on the dock.
- Identify and isolate possible suspicious mail, including any suspect mail piece returned to you by a customer at the counter, and follow established suspicious mail procedures.

Employees should always exercise caution when coming across a suspicious item, whether it be suspicious mail; unknown powders, liquids or substances; or in the case of emergency situations involving smoke, fumes or vapors.

Suspicious mail characteristics to pay special attention to include shape, look, address and packaging:

- Shape – Is it lopsided or uneven? Is it rigid or bulky?
- Look – Are there oily stains, discolorations, or crystals on the wrapper? Does it have a strange odor?
- Address – Is there a return address? Are there restrictive markings? Are there

misspelled words? Is it addressed to a title rather than to an individual? Is it an incorrect title? Is it poorly typed or written?

- Packaging – Is it sealed with tape? Is there excessive tape? Is there excessive postage?

# SUSPICIOUS MAIL

**Protect yourself,  
your customers,  
and our workplace.**

**If you see a suspicious letter or package:**

- Stop. Don't handle it.
- Isolate it immediately.
- Don't open, smell, or taste it.
- Notify a supervisor.
- Wash your hands with soap and water.
- Activate your emergency plan.

**Sealed with tape.**

**Misspelled words.  
Badly typed or  
written.**

**Unknown powder  
or suspicious  
substance.**

**Possibly mailed from  
a foreign country.  
Excessive postage.**

**No return  
address.**

**Restrictive  
markings.**

**Only stains,  
discolorations,  
or crystallization  
on wrapper.**

**Excessive tape.**

**Strange  
odor.**

**Incorrect title  
or addressed to  
title only.**

**Rigid or  
bulky.**

**Lopsided or  
uneven.**

**Protruding  
wires.**

**Contact the  
U.S. Postal  
Inspection  
Service at  
877-876-2455  
and request  
assistance.**

**In an emergency situation — such as smoke, fumes,  
vapors, or anyone exhibiting medical symptoms:**

- Evacuate the area and notify a supervisor, who will activate the Emergency Action Plan and notify the Inspection Service.
- Follow the instructions of emergency responders.
- Make the notifications indicated in your local emergency action plans.

Poster 286



|





# SUSPICIOUS MAIL

**If you see a suspicious letter or package:**

- Stop. Don't handle it.
- Isolate it immediately.
- Don't open, smell, or taste it.
- Notify a supervisor.
- Wash your hands with soap and water.
- Activate your emergency plan.

**Protect yourself,  
your customers,  
and our workplace.**



Contact the  
U.S. Postal  
Inspection  
Service at  
**877-876-2455**  
and request  
assistance.

**In an emergency situation — such as smoke, fumes,  
vapors, or anyone exhibiting medical symptoms:**

- Evacuate the area and notify a supervisor, who will activate the Emergency Action Plan and notify the Inspection Service.
- Follow the instructions of emergency responders.
- Make the notifications indicated in your local emergency action plans.

PS 1000



# Handbook AS 805 Information Security

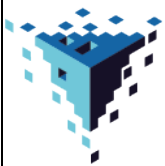
For information about Information Security, including the following topics, please see Handbook AS 805, available via PolicyNet.

## Essential Facts for All Employees

- About authorized and limited personal use of IT
- About your password
- About email
- About computer viruses
- About safe handling of information resources
- (protection of sensitive data)

## AS 805 Location

- Chapter 5-2
- Chapter 9-6.1
- Chapter 5-3
- Chapter 10-6.2
- Chapter 5-6



**CyberSafe**  
at USPS®

### Password Checklist

1

#### Step 1

**Start by thinking of a phrase you will remember.**

Remember, do not include easily identifiable personal data, friends names, or login information.

**Be CyberSafe**

2

#### Step 2

**Change specific letters into special characters or numbers, such as:**

- E to 3
- A to \*

**B3\_Cyb3rS\*f3**

3

#### Step 3

**Add a unique identifier to further differentiate your passwords from separate account types.**

Work = w0^K

Mobile = M0p!13

Remember to customize your unique identifiers.

**w0^K**

4

#### Step 4

**Ensure your password is AS-805c compliant using three character options below:**

- One uppercase (A-Z)
- One lowercase (a-z)
- One numeral (0-9)
- One special character (eg., @, \$, &, or !)

**B3\_Cyb3rS\*f3\_w0^K**





## CyberSafe: Strong Password Checklist and Best Practices

### Password Checklist

1

#### Step 1

**Start by thinking of a phrase you will remember.**

Remember, do not include easily identifiable personal data, friends names, or login information.

*Be CyberSafe*

2

#### Step 2

**Change specific letters into special characters or numbers, such as:**

- E to 3
- A to \*

*B3\_Cyb3rS\*f3*

3

#### Step 3

**Add a unique identifier to further differentiate your passwords from separate account types.**

Work = w0^K

Mobile = M0p!13

Remember to customize your unique identifiers.

*w0^K*

4

#### Step 4

**Ensure your password is AS-805c compliant using three character options below:**

- One uppercase (A-Z)
- One lowercase (a-z)
- One numeral (0-9)
- One special character (eg., @, \$, &, or !)

*B3\_Cyb3rS\*f3\_w0^K*



### Do Not Share Login Credentials

- **Do not share your password** with anyone, including managers, even if they ask for it
- **Do not write your password down** or display it anywhere



### Do Not Use Personal Passwords For Work

- Do not use the **same password** for multiple applications or accounts
- Add **unique identifiers** to differentiate passwords (e.g., for a work account add "w0^K" to the end)



### Follow the Strong Password Checklist

- Use **phrases** that are easy to remember
- Change specific letters to **special characters or numbers** (e.g., change the letter "E" to "3")



**CyberSafe**  
at USPS®

## Separate for Security

# NEVER

Never connect your personal  
or work devices to USPS  
computers, equipment  
or networks.



MOBILE PHONES • TABLETS • WEARABLE TECHNOLOGY • HEADPHONES • HOUSEHOLD EQUIPMENT • WIFI ENABLED TOYS AND GADGETS



### KEEP USPS NETWORKS SAFE

If you need to charge a device,  
use an outlet.



**Stop and Think**, before you **Connect**.



Report suspicious emails to CSOC immediately by selecting the email(s) and clicking the Report to CyberSafe button in the Outlook toolbar. For all other information security incidents, email [cybersafe@usps.gov](mailto:cybersafe@usps.gov).



## CyberSafe: Separate for Security



# CyberSafe

at USPS®

## Separate for Security

# NEVER

Never connect your personal or work devices to USPS computers, equipment or networks.



MOBILE PHONES • TABLETS • WEARABLE TECHNOLOGY • HEADPHONES • HOUSEHOLD EQUIPMENT • WI-FI ENABLED TOYS AND GADGETS



### KEEP USPS NETWORKS SAFE

If you need to charge a device, use an outlet.



### Stop and Think, before you Connect.



Report suspicious emails to CSOC immediately by selecting the email(s) and clicking the **Report to CyberSafe** button in the Outlook toolbar. For all other information security incidents, email [cybersafe@usps.gov](mailto:cybersafe@usps.gov).



**CyberSafe**  
at USPS®

## CyberSafe: Additional Support and Materials



**CyberSafe**  
at USPS®

### **Additional Support and Materials:**

Visit our web pages at <https://blue.usps.gov/cyber> and <http://liteblue/>, as well as our public-facing website at [www.USPSCyberSafe.com](http://www.USPSCyberSafe.com), to download additional CyberSafe materials. If you have any questions, concerns, or requests, please contact [cybersafecomms@usps.gov](mailto:cybersafecomms@usps.gov).





## **Additional Support Materials:**

Visit our webpages at <https://blue.usps.gov/cyber> and <https://liteblue.usps.gov/> to download additional CyberSafe materials. If you have any questions, concerns, or requests, please contact [cybersafecomms@usps.gov](mailto:cybersafecomms@usps.gov).



## OSHA 3165-04R 2019



**Job Safety and Health**  
**IT'S THE LAW!**

**All workers have the right to:**

- A safe workplace.
- Raise a safety or health concern with your employer or OSHA, or report a work-related injury or illness, without being retaliated against.
- Receive information and training on job hazards, including all hazardous substances in your workplace.
- Request a confidential OSHA inspection of your workplace if you believe there are unsafe or unhealthy conditions. You have the right to have a representative contact OSHA on your behalf.
- Participate (or have your representative participate) in an OSHA inspection and speak in private to the inspector.
- File a complaint with OSHA within 30 days (by phone, online or by mail) if you have been retaliated against for using your rights.
- See any OSHA citations issued to your employer.
- Request copies of your medical records, tests that measure hazards in the workplace, and the workplace injury and illness log.


**Employers must:**

- Provide employees a workplace free from recognized hazards. It is illegal to retaliate against an employee for using any of their rights under the law, including raising a health and safety concern with you or with OSHA, or reporting a work-related injury or illness.
- Comply with all applicable OSHA standards.
- Notify OSHA within 8 hours of a workplace fatality or within 24 hours of any work-related inpatient hospitalization, amputation, or loss of an eye.
- Provide required training to all workers in a language and vocabulary they can understand.
- Prominently display this poster in the workplace.
- Post OSHA citations at or near the place of the alleged violations.

On-Site Consultation services are available to small and medium-sized employers, without citation or penalty, through OSHA-supported consultation programs in every state.

*This poster is available free from OSHA.*

**Contact OSHA. We can help.**



**1-800-321-OSHA (6742) • TTY 1-877-889-5627 • [www.osha.gov](http://www.osha.gov)**

## Postal Shoe Policy

### Postal Shoe Policy

**You are required to wear approved slip resistant shoes at all times!**  
Proper slip resistance shoes keep you and other safe.



**APPROVED  
SHOES**



**NOT APPROVED  
SHOES**

All employees **MUST** wear proper footwear while on the workroom floor. Shoes **MUST** be fully enclosed on all sides and are made of leather (canvas and nylon are **NOT** allowed). Employees who wish to request an exception to these rules for a medical reason must submit a written request enclosing all medical documentations to the Human Resource Manager for prior approval. **RANDOM SHOE INSPECTIONS** may be conducted at any time. Proper fit, good condition of leather and shoe strings and sufficient soles must be intact. Employees wearing shoes that are not authorized or shoes that are inadequate will be subject to administrative action.









**✓ APPROVED**

- Heels less than 1 ½ inches
- Sole height is ½ inch or less
- Must be leather
- Must be fully enclosed












**✗ PROHIBITED**

- Spiked heels
- Canvas, cloth, mesh or nylon
- Tennis, athletic, jogging or sneakers that are not made of leather
- Open toe, open heel, sandals, house slippers
- Z-Coil, flip-flops or platform shoes

## **Activity: Unsafe Act or Unsafe Condition**



- ☐ Missing guards or protection
- ☐ Using defective equipment
- ☐ Operating at improper speed Using equipment improperly
- ☐ Failure to warn or secure
- ☐ Poor housekeeping
- ☐ Excessive noise
- ☐ Fire and explosion hazards
- ☐ Excessive overtime
- ☐ Failure to use personal protective equipment
- ☐ Improper lifting
- ☐ Operating without authority
- ☐ Making safety devices inoperable
- ☐ Improper loading or placement
- ☐ Defective tools and equipment
- ☐ Congested work areas
- ☐ Inadequate illumination or ventilation



Welcome  
to the

UNITED STATES  
POSTAL SERVICE

## PS Form 1767, Report of Hazard, Unsafe Condition, or Practice

 UNITED STATES POSTAL SERVICE®		Report of Hazard, Unsafe Condition or Practice				Hazard Control Number (Assigned by Safety Officer)	
<b>I. EMPLOYEE'S ACTION</b>							
Area (Specify Work Location)							
Describe hazard, unsafe condition or practice. Recommended corrective action.							
Employee		Print and Sign				Date and Tour	
<b>II. SUPERVISOR'S ACTION</b>							
Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. (If corrective action has been taken, indicate the date of abatement.)							
Supervisor		Print and Sign				Date	
<b>III. APPROVING OFFICIAL'S ACTION (Check One and Complete)</b>							
		The following corrective action was taken to eliminate the hazard, unsafe condition or practice (Indicate date of abatement):					
		A work order has been submitted to the manager, plant maintenance to effect the following change:					
		There are no reasonable grounds to determine such a hazard exists. This decision is based upon:					
Approving Official		Print and Sign				Date	Date Employee Notified
<b>IV. MAINTENANCE ACTION (Complete if Necessary)</b>							
Maintenance Supervisor		Print and Sign				Date	Date Hazard Abated
PS Form 1767, June 2014 PSN 7530-01-000-9422							
WHITE - Local Safety Office (After Abatement)				PINK - Local Safety Official (Initial Notice)			
YELLOW - Approving Official				BLUE - Employee			



## Report of Hazard, Unsafe Condition or Practice



Hazard Control Number  
(Assigned by Safety Officer)

### I. EMPLOYEE'S ACTION

Area (Specify Work Location)

Describe hazard, unsafe condition or practice. Recommended corrective action.

Employee	Print and Sign	Date and Tour

### II. SUPERVISOR'S ACTION

Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. (If corrective action has been taken, indicate the date of abatement.)

Supervisor	Print and Sign	Date

### III. APPROVING OFFICIAL'S ACTION (Check One and Complete)

The following corrective action was taken to eliminate the hazard, unsafe condition or practice (Indicate date of abatement):

A work order has been submitted to the manager, plant maintenance to effect the following change:

There are no reasonable grounds to determine such a hazard exists. This decision is based upon:

Approving Official	Print and Sign	Date	Date Employee Notified

### IV. MAINTENANCE ACTION (Complete if Necessary)

Maintenance Supervisor	Print and Sign	Date	Date Hazard Abated


PS Form 1767, March 2017 PSN 7530-01-000-9422


WHITE – Local Safety Office (After Abatement)  
YELLOW – Approving Official

PINK – Local Safety Official (Initial Notice)  
BLUE – Employee



# PS Form 4707, Out of Order

	
<b>PS 4707, January 1991</b>	
<b>U.S. POSTAL SERVICE OUT OF ORDER</b> <i>(Defective or Inoperative Equipment)</i>	
Type of Machine or Equipment	Number <b>10689</b>
Office	
Description of Defect	
Handling Instructions	
Employee	
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>	
-----	
Type of Machine or Equipment	Number <b>10689</b>
Office	
Employee	
<b>Turn this stub into your supervisor. Affix tag to defective or inoperative article.</b>	


<b>PS 4707, January 1991 (Reverse)</b>
<b>DO NOT USE</b>
<b>REMOVE FROM SERVICE IMMEDIATELY</b>
TYPE OF EQUIPMENT: _____
LOCATION: _____

PS Form 4707

PS 4707, January 1991 (Reverse)

**DO NOT USE**

**REMOVE  
FROM SERVICE  
IMMEDIATELY**

TYPE OF EQUIPMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

PS 4707, January 1991

**U.S. POSTAL SERVICE  
OUT OF ORDER**

*(Defective or Inoperative Equipment)*

Type of Machine or Equipment

Number

**10689**

Office

Description of Defect

Handling Instructions

Employee

**This equipment must be disconnected or  
properly locked out if connected to a  
power source.**

Type of Machine or Equipment

Number

**10689**

Office

Employee

**Turn this stub into you supervisor. Affix  
tag to defective or inoperative article.**



## Activity: Completing PS Form 4707, Out of Order

**Instructions (Part A):** You are assigned to use a postal utility cart to move letters at the Processing & Distribution Center. However, you notice the metal hub supporting the utility cart's basket has been damaged, causing the basket to tip sideways. Document and report the piece of defective equipment using Form 4707.



Utility Cart

<b>PS 4707, January 1991</b>	
<b>U.S. POSTAL SERVICE</b> <b>OUT OF ORDER</b> <i>(Defective or Inoperative Equipment)</i>	
Type of Machine or Equipment	Number <b>10689</b>
Office	
Description of Defect	
Handling Instructions	
Employee	
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>	
Type of Machine or Equipment	Number <b>10689</b>
Office	
Employee	
<b>Turn this stub into your supervisor. Affix tag to defective or inoperative article.</b>	

**PS 4707, January 1991 (Reverse)**


**DO NOT USE**  
  
**REMOVE**  
**FROM SERVICE**  
**IMMEDIATELY**


TYPE OF EQUIPMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

PS Form 4707



 PS 4707, January 1991 (Reverse)  <b>DO NOT USE</b>  <b>REMOVE FROM SERVICE IMMEDIATELY</b>	
TYPE OF EQUIPMENT: _____	
LOCATION: _____	

 PS 4707, January 1991	
<b>U.S. POSTAL SERVICE OUT OF ORDER</b> <i>(Defective or Inoperative Equipment)</i>	
Type of Machine or Equipment	Number <b>10689</b>
Office	
Description of Defect	
Handling Instructions	
Employee	
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>	
-----	
Type of Machine or Equipment	Number <b>10689</b>
Office	
Employee	
<b>Turn this stub into you supervisor. Affix tag to defective or inoperative article.</b>	

**Instructions (Part B):** Name three actions you need to take after the form is completed.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## Heat Stress—Symptoms and First Aid Illness Prevention Program

	Symptoms	First Aid*
<b>Heat Stroke</b>	<ul style="list-style-type: none"> <li>• Confusion</li> <li>• Fainting</li> <li>• Seizures</li> <li>• Excessive sweating or red, hot, dry skin</li> <li>• Very high body temperature</li> </ul>	<b>Call 911</b>  While waiting for help: <ul style="list-style-type: none"> <li>• Worker should rest in a shady, cool area</li> <li>• Loosen clothing, remove outer clothing</li> <li>• Use a fan and place cold packs in armpits, if available</li> <li>• Wet worker with cool water, apply ice packs, cool compresses, or ice, if available</li> <li>• Drink fluids (preferably water) as soon as possible</li> <li>• Stay with worker until help arrives</li> </ul>
<b>Heat Exhaustion</b>	<ul style="list-style-type: none"> <li>• Cool, moist skin</li> <li>• Heavy sweating</li> <li>• Headache</li> <li>• Nausea or vomiting</li> <li>• Dizziness</li> <li>• Light headedness</li> <li>• Weakness</li> <li>• Thirst</li> <li>• Irritability</li> <li>• Fast heart beat</li> </ul>	<b>Call 911</b>  While waiting for help: <ul style="list-style-type: none"> <li>• Sit or lie down in a cool, shady area</li> <li>• Drink plenty of water or other cool beverages</li> <li>• Use cool compresses or ice packs, if available</li> <li>• Do not return to work that day</li> </ul>
<b>Heat Cramps</b>	<ul style="list-style-type: none"> <li>• Muscle spasms</li> <li>• Pain</li> <li>• Usually in abdomen, arms or legs</li> </ul>	<ul style="list-style-type: none"> <li>• Have worker rest in shady, cool area</li> <li>• Worker should drink water or other cool beverages</li> <li>• Wait a few hours before allowing worker to return to strenuous work</li> <li>• Have worker seek medical attention if cramps don't go away</li> </ul>
<b>Heat Rash</b>	<ul style="list-style-type: none"> <li>• Clusters of red bumps on skin</li> <li>• Often appears on neck, upper chest, folds of skin</li> </ul>	<ul style="list-style-type: none"> <li>• Try to work in a cooler, less humid environment when possible</li> <li>• Keep the affected area dry</li> </ul>
*Remember, if you are not a medical professional, use this information as a guide only to help workers in need. ** Before an employee who has been absent due to heat-related illness may return to work, management may request medical documentation clearing the employee to work. ELM §§ 865.1 and 865.3.		



## Heat Stress — Heat Exhaustion or Heat Stroke

HEAT EXHAUSTION OR HEAT STROKE	
Faint or dizzy	Throbbing headache
Excessive sweating	No sweating
Cool, pale, clammy skin	Body temperature above 103° Red, hot, dry skin
Nausea or vomiting	Nausea or vomiting
Rapid, weak pulse	Rapid, strong pulse
Muscle cramps	May lose consciousness
<b>CALL 9-1-1</b> <ul style="list-style-type: none"><li>• Get to a cooler, air conditioned place</li><li>• Drink water if fully conscious</li><li>• Take a cool shower or use cold compresses</li></ul>	<b>CALL 9-1-1</b> <ul style="list-style-type: none"><li>• Take immediate action to cool the person until help arrives</li></ul>

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## Safety Documents

### HANDBOOKS

<del>EL-800</del>	<del>Managing Contract Safety &amp; Health Compliance</del>
<del>EL-801</del>	<del>Supervisor's Safety Handbook</del>
<del>EL-802</del>	<del>Executives' &amp; Managers' S&amp;H Program &amp; Compliance Guide</del>
<del>EL-803</del>	<del>Maintenance Employee's Guide to Safety</del>
<del>EL-804</del>	<del>Safe Driver Program</del>
<del>EL-809</del>	<del>Guidelines for Area/Local Joint Labor-Management S&amp;H Committees</del>
<del>EL-809T</del>	<del>Area/Local Joint Labor-Management S&amp;H Committee Training Program</del>
<del>EL-812</del>	<del>Hazardous Materials and Spill Response</del>
<del>EL-814</del>	<del>Postal Employee's Guide to Safety</del>
<del>AS-556</del>	<del>Asbestos Management Guide</del>

### FORMS

<del>PS Form 1767</del>	<del>Report of Hazard, Unsafe Condition, or Practice (used to report an unsafe condition)</del>
<del>PS Form 4707</del>	<del>Out of Order (used to tag and report a defective piece of equipment)</del>

### POSTERS

<del>Poster 205 A-B</del>	<del>Suspicious Mail and Unknown Powder or Substances</del>
<del>Poster 286</del>	<del>Suspicious Mail</del>
<del>Poster 298</del>	<del>Domestic Hazardous Materials Warning Labels and Markings</del>

## Heat Illness Prevention Program

**SAFETY  
DEPENDS  
ON ME!**

The purpose Postal Service's **Heat Illness Prevention Program ("HIPP")**, is to protect our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in every Postal Service facility and will be available for review by all employees. The HIPP Poster can be printed from the Safety Resources and additional posters, vehicle stickers and badge cards can be ordered from the Topeka NDC.

The HIPP is triggered when any employee in a facility is exposed, or reasonably anticipated to be exposed, to heat index temperatures exceeding 80 degrees Fahrenheit for extended periods of time, six hours or more, over the course of a work day or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided the below visual aids illustrating the various symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

	Symptoms	First Aid*
<b>Heat Stroke</b>	<ul style="list-style-type: none"> <li>Confusion</li> <li>Fainting</li> <li>Seizures</li> <li>Excessive sweating or red, hot, dry skin</li> <li>Very high body temperature</li> </ul>	<p>Call 911</p> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>Worker should rest in a shady, cool area</li> <li>Loosen clothing, remove outer clothing</li> <li>Use a fan and place cold packs in armpits, if available</li> <li>Wet worker with cool water, apply ice packs, cool compresses, or ice, if available</li> <li>Drink fluids (preferably water) as soon as possible</li> <li>Stay with worker until help arrives</li> </ul>
<b>Heat Exhaustion</b>	<ul style="list-style-type: none"> <li>Cool, moist skin</li> <li>Heavy sweating</li> <li>Headaches</li> <li>Nausea or vomiting</li> <li>Dizziness</li> <li>Light-headedness</li> <li>Weakness</li> <li>Thirst</li> <li>Irritability</li> <li>Fast heart beat</li> </ul>	<p>Call 911</p> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>Sit or lie down in a cool, shady area</li> <li>Drink plenty of water or other cool beverages</li> <li>Use cool compresses or ice packs, if available</li> <li>Do not return to work that day</li> </ul>
<b>Heat Cramps</b>	<ul style="list-style-type: none"> <li>Muscle spasms</li> <li>Pain</li> <li>Usually in abdomen, arms or legs</li> </ul>	<ul style="list-style-type: none"> <li>Have worker rest in shady, cool area</li> <li>Worker should drink water or other cool beverages</li> <li>Wait a few hours before allowing worker to return to strenuous work</li> <li>Have worker seek medical attention if cramps don't go away</li> </ul>
<b>Heat Rash</b>	<ul style="list-style-type: none"> <li>Clusters of red bumps on skin</li> <li>Often appears on neck, upper chest, folds of skin</li> </ul>	<ul style="list-style-type: none"> <li>Try to work in a cooler, less humid environment when possible</li> <li>Keep the affected area dry</li> </ul>

\*Remember, if you are not a medical professional, use this information as a guide only to help workers in need.  
\*\* Before an employee who has been absent due to heat-related illness may return to work, management may request medical documentation clearing the employee to work. ELM §§ 865.1 and 965.3.

Employees should report any signs or symptoms of heat-related illness to their supervisor, who should then call 9-1-1 immediately if it is determined that medical attention is necessary. However, if the employee determines that medical attention may be necessary prior to calling the supervisor, the employee should not hesitate to call 9-1-1 first.

**Always Remember: Safety Depends on Me!**



Seek Immediate Medical Assistance for Heat-Related Illnesses. Call 9-1-1.

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## Form CA-10, What A Federal Employee Should Do When Injured at Work

### What A Federal Employee Should Do When Injured At Work



#### Report to Supervisor

Every job-related injury should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment as well as damage to medical braces, artificial limbs and other prosthetic devices.

#### Obtain Medical Care

Before you obtain medical treatment, ask your supervisor to authorize medical treatment by use of form CA-16. You may initially select the physician to provide necessary treatment. This may be a private physician or, if available, a local Federal medical officer/hospital. Emergency medical treatment may be obtained without prior authorization. Take the form CA-16 and form OWCP-1500/HCFA-1500 to the provider you select. The form OWCP-1500/HCFA 1500 is the billing form physicians must use to submit bills to OWCP. Hospitals and pharmacies may use their own billing forms. On occupational disease claims form CA-16 may not be issued without prior approval from OWCP.

#### File Written Notice

In traumatic injuries, complete the employee's portion of Form CA-1. Obtain the form from your employing agency, complete and turn it in to your supervisor as soon as possible, but not later than 30 days following the injury. For occupational disease, use form CA-2 instead of form CA-1. For more detailed information carefully read the "Benefits ..." and "Instructions ..." sheets which are attached to the Forms CA-1 and CA-2.

#### Obtain Receipt of Notice

A "Receipt" of Notice of Injury is attached to each Form CA-1 and Form CA-2. Your supervisor should complete the receipt and return it to you for your personal records. If it is not returned to you, ask your supervisor for it.

#### Submit Claim For COP/Leave and/or Compensation For Wage Loss

If disabled due to traumatic injury, you may claim continuation of pay (COP) not to exceed 45 calendar days or use leave. A claim for COP must be submitted no later than 30 days following the injury (the form CA-1 is designed to serve as a claim for continuation of pay). If disabled and claiming COP, submit to your employing agency within 10 work days medical evidence that you sustained a disabling traumatic injury. If disabled beyond the COP period, or if you are not entitled to COP, you may claim compensation on form CA-7 or use leave. If disabled due to occupational disease, you may claim compensation on form CA-7 or use leave. A claim for compensation for disability should be submitted as soon as possible after it is apparent that you are disabled and will enter a leave-without-pay status.

The Federal Employees' Compensation Act (FECA) is administered by the U.S. Department of Labor, Office of Workers' Compensation Programs (OWCP). Benefits include continuation of pay for traumatic injuries, compensation for wage loss, medical care and other assistance for job-related injury or death. For additional information about the FECA, read pamphlet CA-11, "When Injured at Work" or Federal Personnel Manual, Chapter 810, Injury Compensation, available from your employing agency. The agency will also give you the address of the OWCP Office which services your area.

#### Post on Employees' Bulletin Board

U.S. Department of Labor  
Office of Workers' Compensation Programs



U.S. GOVERNMENT PRINTING OFFICE: 1991 5488-435

Form CA-10  
Rev. Aug. 1987



# What A Federal Employee Should Do When Injured At Work



Report to Supervisor	Every job-related injury should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment as well as damage to medical braces, artificial limbs and other prosthetic devices.
Obtain Medical Care	Before you obtain medical treatment, ask your supervisor to authorize medical treatment by use of form CA-16. You may initially select the physician to provide necessary treatment. This may be a private physician or, if available, a local Federal medical officer/hospital. Emergency medical treatment may be obtained without prior authorization. Take the form CA-16 and form OWCP-1500/HCFA-1500 to the provider you select. The form OWCP-1500/HCFA 1500 is the billing form physicians must use to submit bills to OWCP. Hospitals and pharmacies may use their own billing forms. On occupational disease claims form CA-16 may not be issued without prior approval from OWCP.
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Obtain Receipt of Notice	A "Receipt" of Notice of Injury is attached to each Form CA-1 and Form CA-2. Your supervisor should complete the receipt and return it to you for your personal records. If it is not returned to you, ask your supervisor for it.
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## Post on Employees' Bulletin Board

U.S. Department of Labor  
Office of Workers' Compensation Programs



U.S. GOVERNMENT PRINTING OFFICE: 1991 O-886-435

Form CA-10  
Rev. Aug. 1987

## Safety Orientation Awareness Training Worksheet



### Safety Orientation Awareness Training Worksheet

Area	PC	Facility	Fiscal Year

Employee Name				Supervisor Name	
Criteria	Yes	No	N/A	Date Completed	Comments
Emergency Evacuation Plan (Earthquake, Tornado, Hurricane, Suspicious Packages in the Mail, Shelter in Place, Bomb Threat)					
Fire Prevention Plan					
JSA Review for Jobs Employees will perform					
Accident Reporting Requirement					
Employee Rights and Responsibilities					
Using PS Form 1767					
Using PS Form 4707 (Red Tag)					
The Accident Reduction Plan					
Backing Policy					
Policy of Dismounting Vehicles					
Hazard Communication Awareness					
Hazardous Materials Spill and Leak Awareness					
Lockout Awareness					
Confined Space Awareness					
Asbestos Awareness					
Lead Containing Material Awareness					



## PS Form 1223-B, Earnings Statement (Sample)

000		01-1560		Employee Name		012345678		24 17		12345678	
PAYLOC		FINANCE NO.		EMPLOYEE NAME		EMPLOYEE ID		PAY PERIOD		SERIAL NUMBER	
DETAIL EARNINGS						GROSS TO NET			LEAVE STATUS		
WK	RSC/LEV	RATE	CODE	TYP	HOURS	PAY	THIS PERIOD	YEAR-TO-DATE	ANNUAL LEAVE (AL) CAT: 4.00		
2	Q 01	1691	844	W	30.00	507.30	GROSS PAY	101460	19261.14	AL PRIOR YR BAL 0.00	
1	Q 01	1691	844	W	30.00	507.30	FED TAX R3	50.93	818.94	+ AL EARNED YTD 51.00	
							ST TAX ALS03	3665	647.78	+ AL HOL EARNED YTD 0.00	
							RETIRE	00	00	- AL USED YTD 0.00	
							MEDICARE	1472	279.29	= EARNED AL BAL 51.00	
							UN L	2483	422.11	+ AL ADVANCED 0.00	
							SOSEC	6290	1194.19	= AVAIL AL BAL 51.00	
							EMA	00	228.60	AL USED THIS PP 0.00	
										SICK LEAVE (SL) CAT: 0.00	
										SL PRIOR YR BAL 0.00	
										+ SL EARNED YTD 0.00	
										- SL USED YTD 0.00	
										= CURRENT SL BAL 0.00	
										SL USED THIS PP 0.00	
										LEAVE WITHOUT PAY (LWOP)	
										PAY PERIOD LWOP 0.00	
										PP01 TO CURRENT PP 0.00	
						USPS RETIREMENT					
NET PAY						824.57					
						0.00					

**PAYLOC** Employee's pay location

**FINANCE NO** Finance number of the employee's office

**EMPLOYEE NAME** Employee's name

**EMPLOYEE ID** Employee's USPS Identification Number

**PAY PERIOD** Pay period and year of earnings

**SERIAL NUMBER** Serial number of check issued to employee

**DETAIL EARNINGS** Used to identify type and number of hours compensated for week of work, rate schedule, level, designation/activity, gross payment amount

\* **WK** Week, either 1 or 2, of pay period. This space is blank for all adjustments and allowances

\* **RSC** Rate Schedule Code for hours stated. This space is blank for all adjustments and allowances

\* **LEV** Grade level for hours stated

\* **RATE** Base hourly pay rate

\* **CODE** Employee's Designation/Activity code indicates type of position.

**TYP** Hours type code. This space is blank for all adjustments and allowances. The following codes may appear:

W Straight time work hours

O Overtime

N Night shift differential

L Leave hours (paid leave and leave without pay)

G Guarantee time (Time paid for hours guaranteed, but not worked)

\* **HOURS** Actual hours worked in hours and hundredths

\* **PAY** Gross amount of pay for number of hours worked

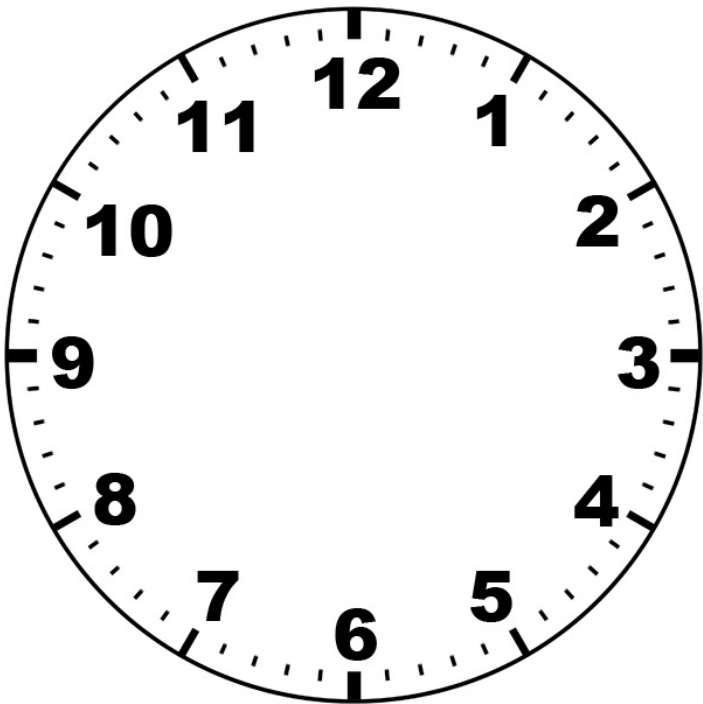


Time Conversion Chart

Minutes	Hundredths
0	.00
1	.02
2	.03
3	.05
4	.07
5	.08
6	.10
7	.12
8	.13
9	.15
10	.17
11	.18
12	.20
13	.22
14	.23
15	.25
16	.27
17	.28
18	.30
19	.32
20	.33

Minutes	Hundredths
21	.35
22	.37
23	.38
24	.40
25	.42
26	.43
27	.45
28	.47
29	.48
30	.50
31	.52
32	.53
33	.55
34	.57
35	.58
36	.60
37	.62
38	.63
39	.65
40	.67

Minutes	Hundredths
41	.68
42	.70
43	.72
44	.73
45	.75
46	.77
47	.78
48	.80
49	.82
50	.83
51	.85
52	.87
53	.88
54	.90
55	.92
56	.93
57	.95
58	.97
59	.98







## ~~PS Form 1260, Nontransactor Card~~

Name (Last, First, MI)				EIN (8 digits)		Pay Loc.
	Date (MM/DD/YYYY)	Ring Type (BT, OL, IL, MV, ET)	OPN-LU (6 digits)	Route (6 digits)	Finance No. (6 digits)	Time Hrs/100's
Supervisor Name (Print)				Comment(s):		
Supervisor Signature & Date						
PS Form <b>1260</b> , July 2012, (Page 1 of 2) PSN 7530-01-000-9268						<b>NON-EBR CARD</b>

~~Nontransactor cards are used by clerks, postal support employees, mail handlers, city carriers, and custodians. There are five time transactions.~~

~~Begin Tour (BT)~~

~~Out to Lunch (OL)~~

~~In from Lunch (IL)~~

~~End Tour (ET)~~

~~Move (MV)~~



## PS Form 1234, Utility Card

Utility Card												
Name _____												
EIN _____												
Check Appropriate <input type="checkbox"/> Loan <input type="checkbox"/> Training <input type="checkbox"/> STTO <input type="checkbox"/> Extra Clock Rings <input type="checkbox"/> Transfer (See boxes at right as necessary) <input type="checkbox"/> AL <input type="checkbox"/> HOS												
REGULAR ASSIGNED POSITION						TEMPORARY ASSIGNED POSITION						
Title _____					P/L _____	Title _____					P/L _____	
DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK			
<b>NOTE: For reporting training hours, enter "TRAINING" in the temporary assigned position block.</b>												
Disallowed (Reason)	LWOP	Paid Leave			Other Prem	NW	OT	Clock Hours				
		OL	SL	AL				Init. & Day				
DIS	LWOP	OL	SL	AL	OP	NW	OT		Init. & Day			
DIS	LWOP	OL	SL	AL	OP	NW	OT		Init. & Day			
DIS	LWOP	OL	SL	AL	OP	NW	OT		Init. & Day			
DIS	LWOP	OL	SL	AL	OP	NW	OT		Init. & Day			

PS Form 1234, March 1992 START

Utility cards are used by rural carriers and relief rural carriers. Recording of the clock rings must begin from the bottom of the form working up.



## PS Form 1261, Non-EBR Report

UNITED STATES POSTAL SERVICE®		Non-EBR Report								Service Date				
Employee Name and Employee ID (EIN)		BT	Move	Move	OL	IL	Move	Move	ET	OT Pay Auth.		Scheduling Work No.	Entered By (initials)	Date Entered
										OT Start 10thh	Pay Amt. 10thh			
	Time													
	OPN-LU													
	Route #													
	EIN #													
	Time													
	OPN-LU													
	Route #													
	EIN #													
	Time													
	OPN-LU													
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	Time													
	OPN-LU													
	Route #													
	EIN #													
	Time													
	OPN-LU													
	Route #													
	EIN #													
Office		Pay Location				Supervisor Signature and Date								

PS Form 1261, September 2013 PSN 7530-01-000-9209

The Non-EBR Report is used for entry of clock ring data, overtime, and out of schedule authorizations. This form is similar to the Form 1260 but allows entry of data for more than one employee.

~~PS Form 3971, Request for or Notification of Absence~~  
~~(Sample)~~

UNITED STATES POSTAL SERVICE®		Request for or Notification of Absence													
Employee's Name (Print last, first, MI.)				Employee ID		Date Submitted (MM/DD/YYYY)		No. of Hours Requested		SCHEDULED	UN SCHEDULED	PP	Year		
Installation (For postmaster's leave, show city, state, and ZIP Code)				N/S Day		Pay Loc. No.		D/A Code							
Time of Call or Request		Scheduled Reporting Time		If Needed, Employee Can Be Reached At:				Thru: Date		Hour		Day	Init.	Hours	
				<input type="checkbox"/> Do not call <input type="checkbox"/> Approved in Advance <input type="checkbox"/> Yes <input type="checkbox"/> No											
Type of Absence		Documentation (For official use only)				Revised Schedule for (Date)		Approved in Advance							
<input type="checkbox"/> Annual <input type="checkbox"/> Holiday/AL Lv Exch <input type="checkbox"/> Carrier 701 Route <input type="checkbox"/> LWOP (See reverse) <input type="checkbox"/> Sick (See reverse) <input type="checkbox"/> Late <input type="checkbox"/> COP (See reverse) <input type="checkbox"/> Other		<input type="checkbox"/> FMLA Requested (Certification review - HRSSC) <input type="checkbox"/> For COP Leave (CA1 on file) <input type="checkbox"/> For Advanced Sick Leave (PS 1221 on file) <input type="checkbox"/> For Military Leave (Orders reviewed) <input type="checkbox"/> For Court Leave (Summons reviewed) <input type="checkbox"/> For Higher Level (PS 1723 on file) <input type="checkbox"/> Scheme Training Testing Qualifying (Memo on file)				Begin Work Lunch Out End Work Total Hours		<input type="checkbox"/> Yes <input type="checkbox"/> No							
Remarks (Do not enter medical information. See Privacy Act Statement on reverse of this form.)															
I understand that the annual leave authorized in excess of the amount available to me during the leave year will be charged to LWOP.															
Employee's Signature and Date				Signature of Person Recording Absence and Date				Signature of Supervisor and Date Notified							
Official Action on Application (Return copy of signed request to employee.)				Do not check an FMLA box until you verify the FMLA designation.				Signature of Supervisor and Date							
<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved (Give reason below)				<input type="checkbox"/> FMLA Designation is PENDING <input type="checkbox"/> FMLA Protected <input type="checkbox"/> Not FMLA Protected				<input type="checkbox"/> Continued on reverse							
<b>PS Form 3971, October 2017 (Page 1 of 2) PSN 7530-02-000-9136</b>															
<b>Warnings:</b> The furnishing of false information on this form may result in a fine of not more than \$10,000 or imprisonment of not more than 5 years, or both (18 U.S.C. 1001).															
Reason I was incapacitated for duty during this absence:				Leave Types and Codes (Information Only)		Time Card		FMLA Dep. Care		Time Clock		SCHEDULED	UN SCHEDULED	PP	Year
<input type="checkbox"/> Sickness <input type="checkbox"/> On-the-Job Injury <input type="checkbox"/> Off-the-Job Injury <input type="checkbox"/> Exposed to a Contagious Disease				<input type="checkbox"/> Pregnancy, Prenatal Care, or Childbirth <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Job-related) <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Not job-related)		Annual Annual - FMLA Sick Sick - FMLA Sick - Dependent Care Sick - Dependent Care - FMLA		55 55 56 56 56 56		06500 01 06599 06000 02 06599 08 06597 07 06598					
Reason I was/will be unavailable for duty during this absence:				Absent Without Leave		34		02400							
<input type="checkbox"/> Sick Leave for Dependent Care (See ELM) <input type="checkbox"/> Birth of a Child/Bonding <input type="checkbox"/> To Care for a Family Member (See ELM)				<input type="checkbox"/> Placement of a Child with Employee for Adoption or Foster Care <input type="checkbox"/> A Military Family Member's Qualifying Exigency <input type="checkbox"/> To Care for an Injured or Ill Military Family Member		Act of Nature Blood Donor Civil Defense Civil Disorder COP - USPS COP - USPS - FMLA Court Duty		78 69 77 81 71 71 81		07800 06000 07700 08100 07100 03 07199 06100					
LWOP - Union Official (Required Certification)				Donated		45		04500							
By signing this form, I certify that this request is not for the purpose of engaging in partisan political activity as defined by the Hatch Act and its implementing regulations.				Donated - FMLA		46		04600							
I am requesting Family and Medical Leave Act (FMLA) protection for this absence:				HQ Authorized Administrative		79		07900							
<input type="checkbox"/> This request is associated with a new condition. (You will receive an FMLA packet in the mail with forms and instructions.) <input type="checkbox"/> My approved or pending approval case number for this condition is:				Holiday - AL Leave Exchange		28		02800							
				LWOP - Part Day		59		05900							
				LWOP - Part Day - FMLA		59		05 05999							
				LWOP - Full Day		60		06000							
				LWOP - Full Day - FMLA		60		06 06599							
				LWOP - IDD/CWOP		40		04900							
				LWOP - IDD/CWOP - FMLA		40		04 04999							
				LWOP - In Lieu of Sick Leave		59 or 60		05901 or 06001							
				LWOP - Maternity		59 or 60		05905 or 06005							
				LWOP - Military		44		04400							
				LWOP - Personal Reasons		59 or 60		05903 or 06003							
				LWOP - Professed		59 or 60		05902 or 06002							
				LWOP - Suspension		59 or 60		05906 or 06006							
				LWOP - Suspension Pending Term		59 or 60		05908 or 06008							
				LWOP - Union Official		84		08400							
				Military		57		05700							
				Relocation		80		08000							

## Fact Sheet, Non-Career Employee Benefits pg 1



### FACT SHEET

### Non-Career Employee Benefits

The Postal Service offers non-career employees competitive pay and benefits to help them achieve a balance between work and home life. We take employee benefits seriously, because your health and your family's health are important to us. Below is an overview of the benefits and resources available to our non-career employees. More details on each benefit can be found at: <https://liteblue.usps.gov/benefits>

#### Health Insurance (60 days from enter-on-duty date to enroll)

The USPS Health Benefits Plan is administered by United Healthcare and is available to all non-career employees except Assistant Rural Carriers (ARCs), Holiday Clerk Assistants (HCAs) and Holiday Transportation Assistants (HTAs). You may immediately enroll after your enter-on-duty (EOD) date, unless you are a casual. Casual employees must work an average of 30 hours per week over a measurement period. The Postal Service contributes a minimum of \$125 per pay period towards the cost of this plan.

The Postal Service also participates in the Federal Employees Health Benefits (FEHB) Program. You may participate in FEHB after you complete 365 days of continuous service, excluding any breaks in service of five days or less. There are many plans under the FEHB Program; including Fee-For-Service, Health Maintenance Organizations (HMOs), and High Deductible and Consumer-Driven Health Plans. While most non-career employees pay the full cost of the plan they elect, some non-career employees are eligible for an employer contribution to certain plans administered by the union that represents them.

#### Dental and Vision Insurance (60 days from eligibility date for FEHB to enroll)

You will be eligible to participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP) if you are eligible to participate in FEHB. While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable because premium contributions are not subject to taxes.

#### Flexible Spending Accounts (60 days from eligibility date for FEHB to enroll)

Employees eligible to participate in FEHB may also participate in the Flexible Spending Accounts (FSA) Program. Tax-free FSA contributions can be used to cover most out-of-pocket health care and dependent care (day care) expenses.

#### Long Term Care Insurance (60 days from eligibility date for FEHB to enroll)

You will be eligible to participate in the Federal Long Term Care Insurance Program (FLTCIP) if you are eligible for FEHB. FLTCIP insures for the cost of receiving long-term care (for example, nursing home, assisted living, or in-home care), which typically is not covered by an individual's health insurance or Medicare.

#### Leave

The Postal Service offers annual leave (paid time off) to certain categories of non-career employees. Speak to your supervisor or refer to the provisions of your collective bargaining agreement to determine eligibility.

#### Employee Assistance Program

At varying times in each of our lives we must face personal challenges. Some problems are easily resolved, but others can best be solved with professional assistance. The Postal Service provides free access to an Employee Assistance Program (EAP) for all employees and their families through Magellan Health Services. EAP is more than just another benefit. It's a time-saving, stress-relieving, powerful tool that helps put resources at your fingertips and supports you in reaching your full potential. Check out [www.EAP4YOU.com](http://www.EAP4YOU.com) for more information.



11/20/17



## Fact Sheet, Non-Career Employee Benefits pg 2



### Benefits & Wellness

The Benefits & Wellness Team's mission is to support the overall wellbeing of our employees and their families through awareness, education, and access to better options. Wellness is about your physical and emotional health, it's about your sense of financial security, it's about your connections with others and your community, and it's about how fulfilled you feel in your work, and at work. Wellness is not about sacrificing in one area in order to succeed in another. It's about finding a balance between all of these dimensions – caring for the whole you. Visit our Health and Wellness page at <https://liteblue.usps.gov/wellness/>.

### LOOKING AHEAD

In addition to a number of the benefits provided to non-career employees, bargaining unit career employees receive:

- A generous Postal Service contribution towards the FEHB plan of their choice.
- Free Basic life insurance coverage and the option to purchase additional coverage for themselves and their family.
- Participation in the Federal Employees Retirement System, which provides a defined benefit (pension) and up to a 5% Postal Service contribution towards their Thrift Savings Plan.
- For full-time career employees, thirteen days of annual leave increasing to 20 days per year after 3 years of service, and 13 days of sick leave per year. For part time employees, excluding rural carriers, annual and sick leave is prorated based upon hours in a pay status.
- Tax-free purchase of public transportation and parking, up to the IRS maximums, to reduce out-of-pocket transportation costs through our Commuter Benefits program

As you continue your employment with the Postal Service, you may want to consider working towards a career appointment for even more benefits.

Over time benefits can change. Please visit <https://liteblue.usps.gov/benefits> for the most up to date information.

*It is not the intent of this document to amend or conflict with the provisions of the collective bargaining agreements between the Postal Service and its labor unions, nor with provisions of the Employee and Labor Relations Manual (ELM). The specific benefits authorized for an employee covered by a collective bargaining agreement are determined by the terms of that agreement, or the ELM.*



11/20/17

## Poster 72, Equal Employment Opportunity Is the Law

# EQUAL EMPLOYMENT OPPORTUNITY IS THE LAW

Federal law requires the Postal Service™ to afford equal employment opportunity to employees and applicants for employment regardless of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification. Employment discrimination or retaliation for engaging in an EEO-protected activity is prohibited.

### How to Begin the EEO Process

**Who** If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination.

**When** You must bring individual and class action complaints to the attention of the EEO office by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you knew or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

**How** **Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>**

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO — EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979

### What Will Happen

An EEO professional will contact you. The EEO professional will look into your problem and try to help the parties reach a resolution within 30 days. If the parties are unable to agree on a resolution, and you agree to extend the time period, the precomplaint processing period will be no longer than 90 calendar days.

As an alternative to traditional counseling, the Postal Service may offer mediation as a part of the EEO process. If the matter is not resolved by the conclusion of the counseling process, or if the matter is mediated without resolution, the EEO professional will advise you of the procedures for filing a formal complaint.

You may request that your name not be disclosed during the counseling portion of the EEO complaint process.

**NOTE:** If you request EEO counseling via mail, a package of EEO information and forms will be sent to you. After you complete and return the applicable forms to the address provided, an EEO professional will contact you.

Poster 72, November 2018  
PSN 7690-03-000-9326



## EQUAL EMPLOYMENT OPPORTUNITY IS THE LAW

Federal law requires the Postal Service™ to afford equal employment opportunity to employees and applicants for employment regardless of race, color, religion, genetic information, national origin, sex, age (40+), or physical or mental disability. Employment discrimination or retaliation for engaging in an EEO-protected activity is prohibited.

### How to Begin the EEO Process

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**How** Request EEO counseling by calling one of these TOLL-FREE numbers:

**888-EEO-USPS (888-336-8777)**  
**TTY: 888-325-2914**

You will be asked to provide the following information: your name, Social Security or employee identification number, address, telephone number, and finance number.

### What Will Happen

A package of EEO information and forms will be sent to you. After you complete and return the applicable forms to the address provided, an EEO professional will contact you. The EEO professional will look into your problem and try to help the parties reach a resolution within 30 days. If the parties are unable to agree on a resolution, and you agree to extend the time period, the precomplaint processing period will be no longer than 90 calendar days.

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*You may request that your name not be disclosed during the counseling portion of the EEO complaint process.*

Poster 72, March 2012  
PSN 7690-03-000-9926



UNITED STATES  
POSTAL SERVICE®



## Poster 159, Workplace Harassment: Know Your Rights! Take Responsibility!

### WORKPLACE HARASSMENT KNOW YOUR RIGHTS! TAKE RESPONSIBILITY!

#### ELIMINATING WORKPLACE HARASSMENT

The United States Postal Service® is committed to providing a work environment free of harassment or other inappropriate conduct based upon race, color, religion, sex (including sexual orientation, gender identity, and gender stereotypes), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future), or in reprisal for an employee or applicant's complaint about or opposition to discrimination or participation in any process or proceeding designed to remedy discrimination.

The Postal Service workplace must be one in which all employees are treated with dignity and respect by supervisors, subordinates, and coworkers. Supervisors and managers will take prompt action to prevent, address, and remedy workplace conduct that is contrary to this policy.

#### STOPPING INAPPROPRIATE BEHAVIOR

Inappropriate behavior in the workplace, even if it does not meet the legal definition of harassment, undermines morale and violates the Postal Service's policies and standards of conduct. The Postal Service may use disciplinary action even if the conduct does not rise to the level of harassment as defined under the law as such conduct violates Postal Service policy and will not be tolerated. The Postal Service owes its employees a safe, productive, and inclusive workplace and will tolerate nothing less.

#### WORKPLACE HARASSMENT IS AGAINST THE LAW

Under federal antidiscrimination laws, harassment is defined as unwelcome verbal or physical conduct that demeans or shows hostility or aversion toward an individual or group of individuals.

Employees will be subject to disciplinary action, up to and including removal, for engaging in harassing behavior such as, but not limited to:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Making derogatory comments relating to or arising out of a person's military service.
- Complaining about a person's absence to perform military service.
- Making or threatening to make employment decisions based on an employee's submission to, or rejection of, sexual advances or requests for sexual favors.
- Deliberate or repeated unsolicited remarks with a sexual connotation, or physical contact of a sexual nature that is unwelcome to the recipient.
- Behavior that creates a sustained hostile or abusive work environment so severe or pervasive that it unreasonably interferes with or changes the conditions of one's employment.

#### OBLIGATION TO REACT PROMPTLY

Postal Service employees who believe that they are the victims of workplace harassment or inappropriate conduct, or who have witnessed such harassment, should bring the situation to the attention of any one of the following:

- Their immediate supervisor or manager.
- Any supervisor or manager.
- The manager, Human Resources.
- A union representative or coworker who will speak to a manager on the employee's behalf.

- A special agent of the Office of Inspector General.

#### CONFIDENTIALITY

The Postal Service, to the extent possible, protects the confidentiality of an employee's workplace harassment complaint.

#### WHAT THE POSTAL SERVICE REQUIRES OF MANAGERS AND SUPERVISORS

Any manager or supervisor who receives a complaint must act to stop any inappropriate behavior, ensure that a prompt and thorough investigation is conducted, and ensure that the harassing or inappropriate conduct does not persist—even if the behavior does not rise to the legal definition of harassment.

#### MANAGEMENT INQUIRY

All managers and supervisors must follow the Management Inquiry Process materials available in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*, when a complaint is brought to their attention. If workplace harassment or inappropriate conduct is found, managers must take prompt and appropriate remedial action.

#### ADDITIONAL RELIEF

In addition, you can seek relief through:

- The EEO complaint process;
- Grievance arbitration procedures established through the collective bargaining agreements with the unions; and
- The appeal procedures for employees not subject to the provisions of the collective bargaining agreement, as described in the *Employee and Labor Relations Manual (ELM)*, 650.

If you elect to pursue an EEO complaint, you must contact the EEO Centralized Intake Center by

calling toll free: 1-888-EEO-USPS (888-336-8777), TTY: 1-888-325-2914, within 45 days of the act or acts giving rise to the claim to preserve your rights under federal law. You also have a right to pursue a complaint involving employment matters covered by USERRA to the Department of Labor, Veterans Employment and Training Service, by calling toll free: 1-866-4-USA-DOL. If you are deaf or hard of hearing, you can call toll free: 1-877-889-5627. You may also file a complaint with the Merit Systems Protection Board electronically at <https://e-appeal.mspb.gov>.

#### CRIMINAL MISCONDUCT

Report any possible criminal misconduct, sexual or otherwise, to local law enforcement and Postal Management. Report any physical assault, threat of a physical assault or stalking to the Postal Inspection Service. Report any threatening or harassing communications or obscene or indecent images and materials, which are transmitted through the use of any electronic device, computer or the Internet, to the Office of Inspector General.

#### RETALIATION IS ILLEGAL

Retaliation against employees who raise a claim of workplace harassment, report inappropriate conduct, or provide evidence in any investigation is illegal and can result in disciplinary action.

#### ZERO TOLERANCE

The Postal Service will not tolerate any workplace harassment or other inappropriate conduct based on race, color, religion, sex (including sexual orientation, gender identity, and gender stereotypes), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future) or in reprisal for prior EEO or USERRA activity.



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NEEOISO – EEO Contact Center  
PO Box 21979  
Tampa, FL 33622-1979

You must request counseling within 45 days of the act or acts giving rise to the claim in order to preserve your rights under federal law. You also have a right to pursue a complaint involving employment matters covered by USERRA to the Department of Labor, Veterans Employment and Training Service, by calling toll free: 1-866-4-USA-DOL. If you are deaf or hard of hearing, you can call toll free: 1-877-889-5627. You may also file a complaint with the Merit Systems Protection Board electronically at <https://e-appeal.mspb.gov>.

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## Your Future With the USPS

Below is a breakdown of the entry level positions that can lead to career positions.



<b>City Carrier Assistant (CCA)</b>	<b>Rural Carrier Associate (RCA)</b>	<b>Mail Handler Assistant (MHA)</b>	<b>Postal Support Employee (PSE) Motor Vehicle Operators* Clerks</b> <small>***New Work Only**</small>
	<b>Assistant Rural Carrier (ARC)</b>	<b>Casual Mail Handler</b>	



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## Entry Level Positions



City  
Carrier  
Assistant  
(CCA)



Rural  
Carrier  
Associate  
(RCA)

Assistant  
Rural  
Carrier  
(ARC)



Mail  
Handler  
Assistant  
(MHA)



Postal Support Employee (PSE)  
Motor Vehicle Operator \*  
Clerk

\* New Work Only



# Your Future With the USPS

## Postal Language – New Terminology

<b>Bargaining unit or craft employee</b>	A career or non-career employee whose craft is represented by a labor organization (union).
<b>Career employee</b>	An employee under a career appointment, which is a position without time limit and that may require the completion of an initial probationary period. These positions give the employee full benefits.
<b>Conversion</b>	A change in an employee's status or tenure from one category of employment to another, such as from part-time to full-time or from non-career to career.
<b>Mail handling</b>	Loading, unloading and moving the mail at a mail processing facility.
<b>Mail processing</b>	The functions required to sort and distribute mail for dispatch and eventual delivery. These include culling, edging and stacking, facing and canceling, sorting, tying, pouching, bundling, sacking, and traying.
<b>Non-bargaining or Executive Administrative Schedule (EAS) employee</b>	A designation that applies to most managerial and administrative employees and is based on the EAS salary structure.
<b>Non-career employee</b>	An employee under a non-career appointment is part of the US Postal Service supplemental workforce, which is without the full employee benefits given by a career appointment. It is the primary entry point for career appointments by conversion for our bargaining unit positions.

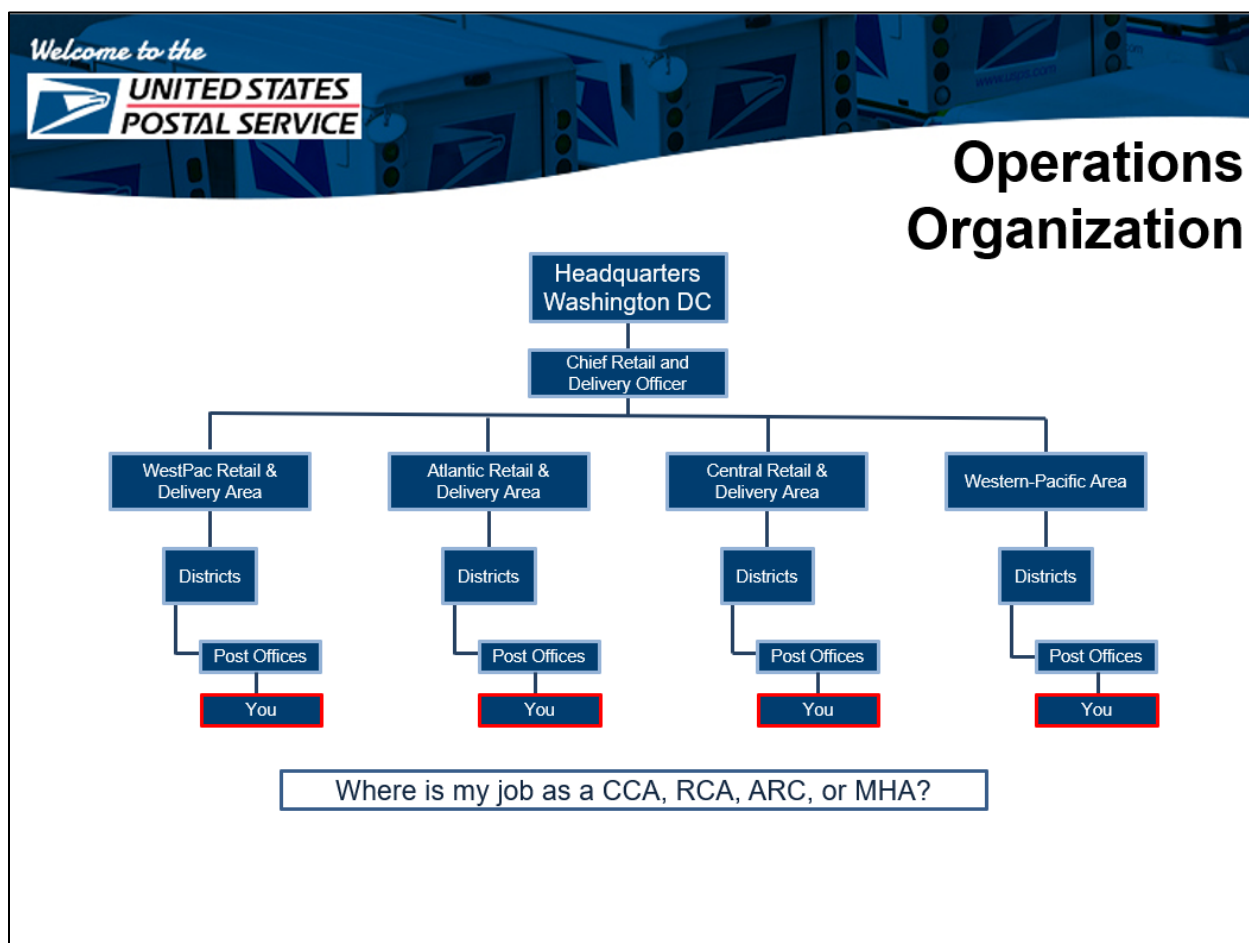
*\*Flexible Workforce : Supplemental staff with not -fixed schedule assignments to meet organizational needs*

<b>City Carrier Assistant (CCA)</b>	A non-career employee who delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and procedures commonly used, and geography of the area.
<b>Rural Carrier Associate (RCA)/Assistant Rural Carrier (ARC)</b>	A non-career employee who provides customers along a rural route a variety of services including delivering and collecting mail and selling stamps, supplies and money orders. May be required to have a vehicle suitable for use and live within commuting distance of the facility location. Work is available usually on Saturdays and Sundays, then on an as needed basis to cover the absence of the rural carrier. ARC: Performs Saturday, Sunday, and holiday duties after all available RCAs have been assigned and prior to working a regular rural carrier on the relief day.
<b>Postal Support Employee (PSE)</b>	A non-career employee working in a Clerk or Motor Vehicle related position. Clerk PSEs may work in mail processing(sorting and distributing mail for dispatch and eventual delivery) or retail/customer service (serving the public at a postal retail location). Motor Vehicle PSEs assist with, and operate, a mail truck on a pre-established route to pick up and transport mail in bulk.
<b>Mail Handler Assistant (MHA)/Mail Handler Casual</b>	A non-career employee who loads, unloads, and moves mail and packages and performs other duties incidental to the movement and processing of mail; operates equipment such as a fork-lift or a tow motor, and machinery. Mail Handler Casual: A temporary employee who performs mail handling duties on a supplemental basis and is available to work as-needed.

<b>Bargaining unit or craft employee</b>	A career or non-career employee whose craft is represented by a labor organization (union).
<b>Career employee</b>	An employee under a career appointment, which is a position without time limit and that may require the completion of an initial probationary period. These positions give the employee full benefits.
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## Your Future With the USPS





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## Your Future With the USPS

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### Benefits for Non-Career Employees

CCA	MHA	PSE	RCA
▪ Paid time off at the rate of 1 hour for every 20 paid hours			
▪ When hired, immediately eligible to enroll in the USPS Health Benefits Plan with a USPS premium contribution			
▪ After 1 year of service*, may also be eligible for <ul style="list-style-type: none"><li>• Health insurance under the FEHBP<sup>1</sup></li><li>• Dental and vision insurance through the FEDVIP<sup>2</sup></li><li>• Long term care insurance through the FLTCIP<sup>3</sup></li></ul>			
*After completion of a 360-day term and reappointment to another 360-day term			
▪ Pay raises (based on applicable contract)			
▪ Eligible for holiday leave pay for six holidays, dependent on office size.			

FEHBP<sup>1</sup> - Federal Employees Health Benefits Program

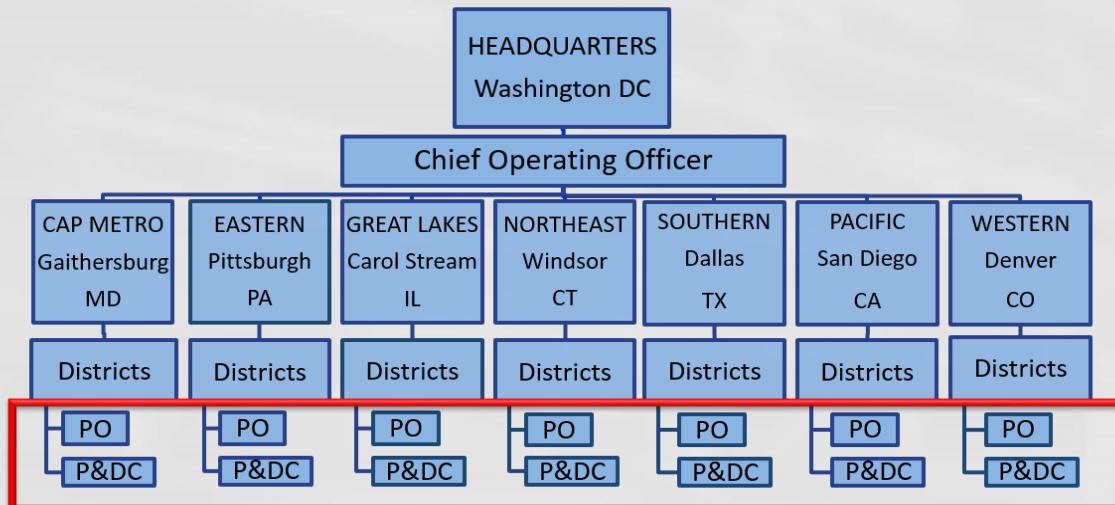
FEDVIP<sup>2</sup> - Federal Employees Dental and Vision Program

FLTCIP<sup>3</sup> - Federal Long Term Care Insurance Program



## Your Future With the USPS

### The United States Postal Service – Operations Organization at-a-glance



Where is my job as a CCA, RCA, ARC, PSE, MHA or MH Casual?

PO = Post Office, Customer Service

P&DC = Processing & Distribution Center, Mail Processing

### Benefits for Non-Career Employees

CCA	MHA	PSE	RCA
<ul style="list-style-type: none"> <li>▪ Paid time off at the rate of 1 hour for every 20 paid hours</li> </ul>			
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FEHBP<sup>1</sup>= Federal Employees Health Benefits Program

FEDVIP<sup>2</sup> = Federal Employees Dental and Vision Insurance Program

FLTICP<sup>3</sup> = Federal Long Term Care Insurance Program

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## Why Pursue a Career with USPS?

### Our Mission

To serve the American people and, through the universal service obligation, bind our nation together by maintaining and operating our unique, vital and resilient infrastructure. To provide trusted, safe and secure communications and services between our Government and the American people, businesses and their customers, and the American people with each other. To serve all areas of our nation, making full use of evolving technologies.

- Most trusted federal agency\*
- Over 240 years of pride and tradition
- Second largest employer in the U.S. with over 630,000 employees
- Process and deliver 142.6 billion mailpieces annually
- Handle 48 percent of the world's mail volume
- Operating revenue of over \$71 billion
- Offer excellent pay and benefits
- Jobs in every city in the United States
- Offer quality training
- Opportunities for advancement in the organization
- We value our employees focus and continuous improvements that make the USPS and great place to work

*\*Pew Research Center 2020 Study*



## Conversion to Career Opportunity

**From the moment you start in a non-career position you  
can be on the path to a career position with full benefits!**

### Flexible Workforce Employee Conversions FY 2019 and 2020

Fiscal Year	MHA	PSE	CCA	RCA	Total
2019	2,112	7,968	15,654	7,757	34,865
2020	1,847	6,653	6,412	5,154	33,864
<b>Grand Total</b>	<b>3,959</b>	<b>14,621</b>	<b>22,066</b>	<b>12,911</b>	<b>68,729</b>

*1-2 years average of all conversions across the organization.  
Timeframes for conversions in some positions/locations make take longer.*

*Source: WebCoins, September 2020*

## Your Future With the USPS

### Why pursue a career with the United States Postal Service?

#### Our Mission

"The Postal Service shall have as its basic function the obligation to provide postal services to bind the Nation together through the personal, educational, literary, and business correspondence of the people. It shall provide prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities."

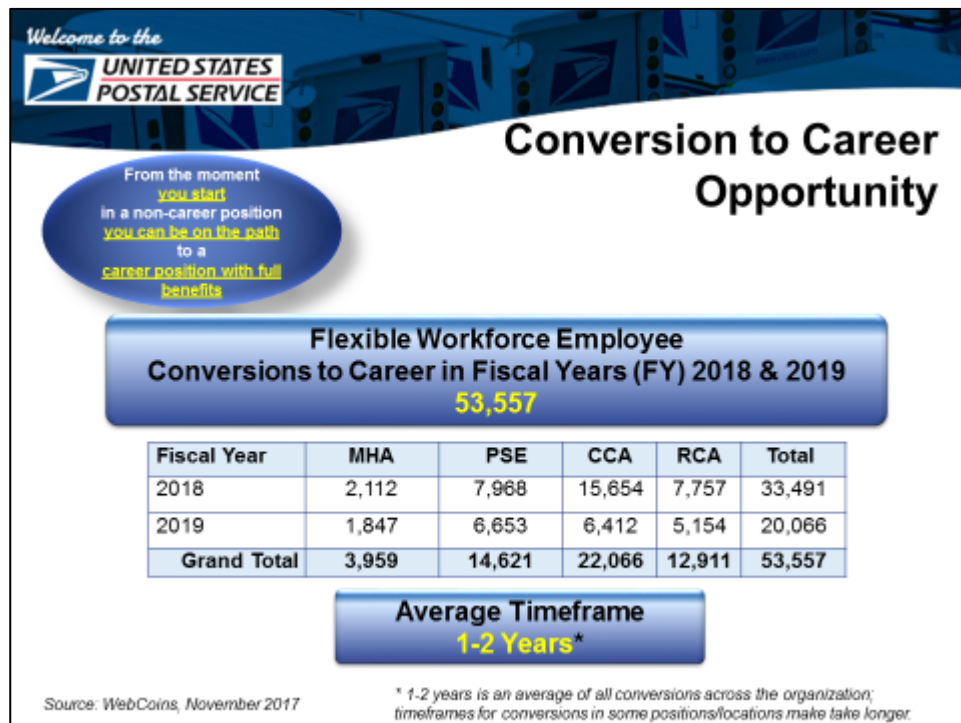
- We are the most trusted federal agency.\*
- We have over 240 years of pride and tradition.
- We are the second largest employer in the United States, with more that 600,000 career and non-career employees.\*\*
- We process and deliver 153.9 billion pieces of mail annually, we handle 47 percent of the world's mail volume, and have an operating revenue of \$71.4 billion.\*\*
- We offer excellent pay and benefits.
- We have jobs in every city in the United States.
- We offer quality training.
- We offer opportunities to advance within the organization for those interested in higher level positions.
- We work together to provide efficient, affordable service to the American public.
- We value our employees and focus on continuous improvements that make the U.S. Postal Service a great place to work.

Sources: \*Beyond Distrust: How Americans View their Government, Pew Research Center, November 2015

\*\* Who We Are – Size and Scope <http://about.usps.com/who-we-are/postal-facts/size-scope.htm>

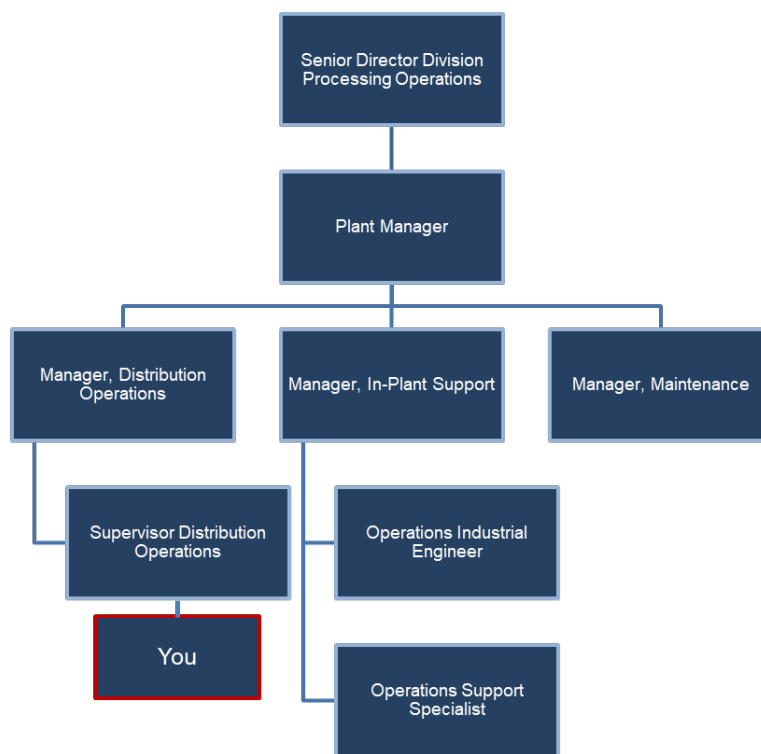
## -Your Future With the USPS

### Retail and Delivery District Office





### Processing and Distribution District Office





# Your Future With the USPS

Your Future With

the USPS

## Salary Comparison for Craft/Bargaining Employees



### Salary Comparison for Craft/Bargaining Employees

Pre-career Workforce Sample Positions		Corresponding Career Position			
Pre-Career Position	Base Rate Per Hour	Career Position	Starting Salary	Up To Based on contract & time in service	Type
City Carrier Assistant (CCA)	\$17.29	City Carrier	\$39,615	\$64,143	Yearly
PSE Mail Processing Clerk	\$17.19	Mail Processing Clerk	\$41,497	\$55,927	Yearly
PSE Sales & Services/Distribution Associate	\$17.19	Sales & Services/Distribution Associate	\$41,497	\$55,927	Yearly
PSE Tractor Trailer Operator (TTO)	\$18.62	Tractor Trailer Operator (TTO)	\$44,525	\$59,533	Yearly
Mail Handler Assistant (MHA)	\$16.00	Mail Handler	\$34,545	\$60,148	Yearly
Rural Carrier Associate (RCA)	\$17.78	Rural Carrier (Example based on a 40-hour evaluated route. Routes can range from 12 to 48 hours.)	\$40,734	\$54,162	Yearly



Welcome to the



## Management Salary Levels

Executive Administrative Schedule (EAS) Annual Salary Effective January 05, 2019		
Grade	Minimum	Maximum
Supervisor 17	\$51,807	\$82,534
18	\$54,081	\$86,159
19	\$56,642	\$90,242
20	\$59,715	\$95,137
21	\$62,617	\$99,759
22	\$66,546	\$108,118
23	\$70,173	\$114,008
24	\$73,648	\$119,651
25	\$77,310	\$125,605
26	\$81,167	\$131,869

Management positions include:

Supervisor, Customer Services; Supervisor, Distribution Operations; Supervisor, Maintenance Operations;  
Manager, Customer Services; Manager, Distribution Operations; Manager, Maintenance Operations;  
Manager, In-Plant Support; Postmaster; Manager, Post Office Operations; Plant Manager

## How do I get there?

### Stick with us to become a career employee!

City Carrier Assistant (CCA)	Can become	Regular City Carrier with Full Benefits
Rural Carrier Assistant (RCA)	Can become	Regular Rural Carrier with Full Benefits
Mail Handler Assistant (MHA)	Can become	Regular Mail Handler with Full Benefits
Postal Support Employee (PSE)	Can become	Regular Clerk with Full Benefits

*1-2 years average of all conversions across the organization.  
Timeframes for conversions in some positions/locations may take longer.*

## What Do I Do?

### Be an Outstanding Employee

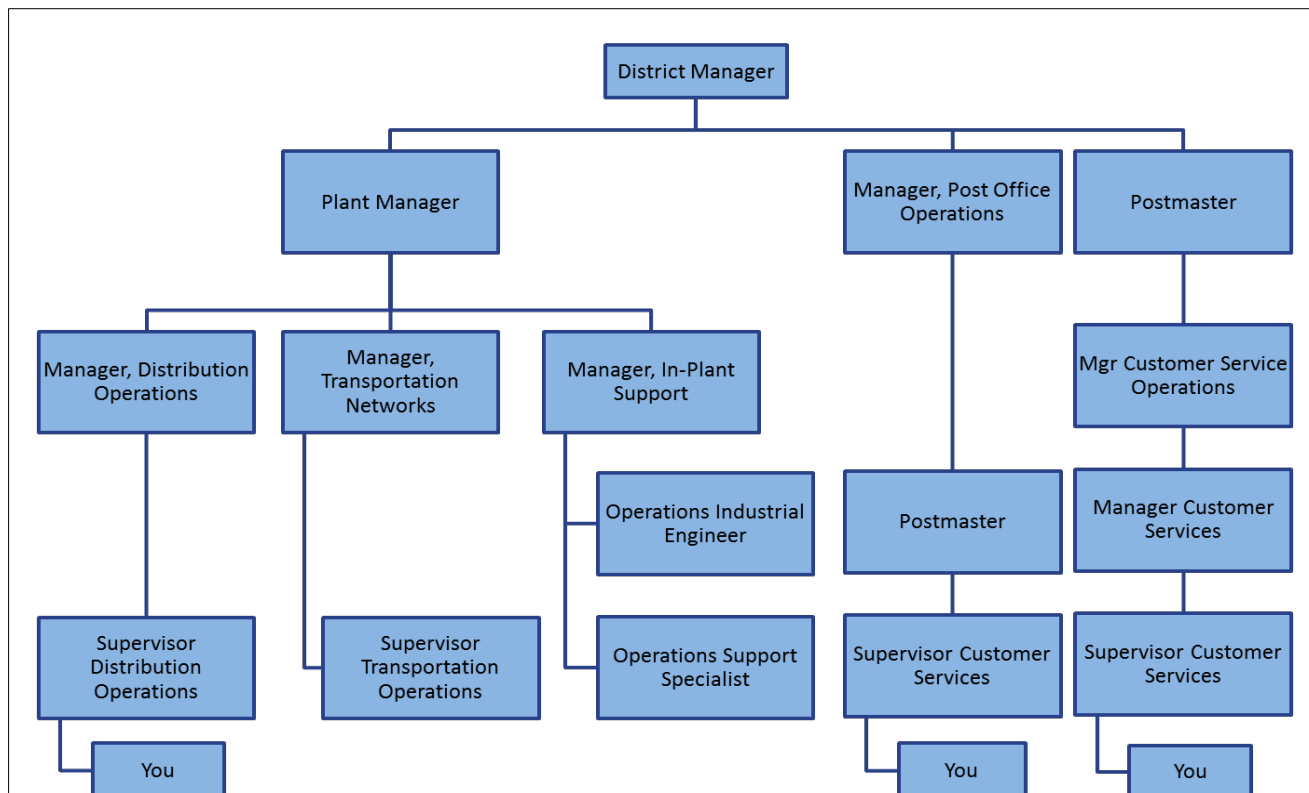
- Reliable – Excellent attendance, always on time
- Energetic
- Efficient
  - Learn to do the job
- Work safely
- Be accurate and precise
- Be kind and courteous
  - To co-workers, supervisors, and customers
- Maintain a great attitude
  - Cheerful, positive, eager to learn



## Your Future With the USPS

Your Future With the USPS

### The District Office at-a-glance



## How do I get there?

Start by “sticking” with us to become a career employee

City Carrier Assistant (CCA)	can become	Regular City Carrier with full benefits
Rural Carrier Associate (RCA)	can become	Rural Carrier with full benefits
Mail Handler Assistant (MHA)	can become	Mail Handler with full benefits
Postal Support Employee (PSE) Clerk	can become	Clerk with full benefits

Note: The average time to become a career employee in Fiscal Years 2016 & 2017 was 1-2 years.\*

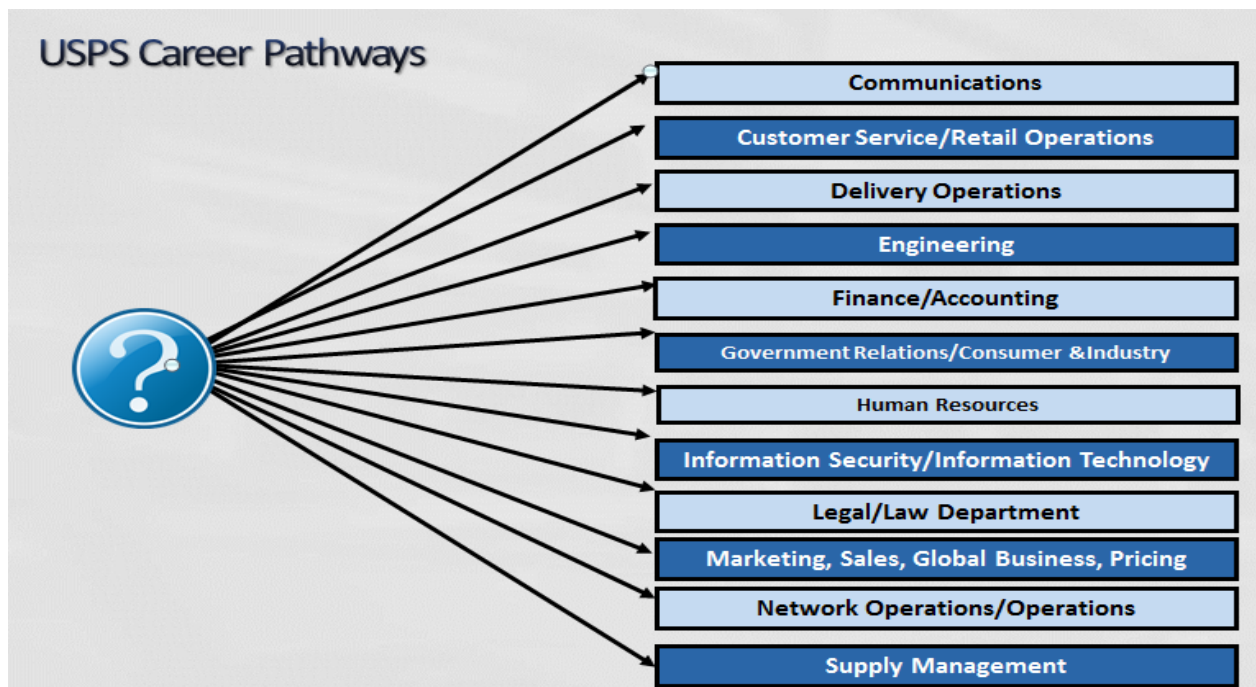
\*Average of all conversions; some positions, such as RCA, may take much longer.  
Source: USPS WebCoins, November 2017

## Your Future With the USPS

### What Do I Do?

#### Be an Outstanding Employee

- Reliable – Excellent attendance, always on time
- Energetic
- Efficient
  - Learn to do the job
- Work safely
- Be accurate and precise
- Be kind and courteous
  - To co-workers, supervisors, and customers
- Maintain a great attitude
  - Cheerful, positive, eager to learn



## Your Future With the USPS

# Benefits Available to Career Employees

### Compensation

Competitive pay

### Annual Leave/Vacation Leave

For rest, relaxation and a planned interruption from the workplace or to attend to personal affairs, up to 26 days for bargaining employees and non-bargaining career employees hired before October 6, 2012. Non-bargaining career employees hired on or after October 6, 2012, earn up to 20 days per leave year depending on the number of years of service.

### Sick Leave

Insures against loss of pay if you are unable to perform your duties because of illness, injury, pregnancy and confinement, and medical examination or treatment. Full time bargaining career employees earn 13 days of sick leave a year. Full time non-bargaining career employees hired on or after October 6, 2012, earn 10 days of sick leave per year.

### Holiday Leave

Full-time and part-time regular employees are eligible for holiday leave on 10 designated holidays each year.

### Health Insurance

Federal Employees Health Benefits (FEHB) Program

### Dental & Vision Insurance

Federal Employees Dental & Vision Insurance Program (FEDVIP)

### Flexible Spending Accounts (FSA)

Participation in the FSA Program

### Life Insurance

### Long Term Care Insurance

Federal Employees' Group Life Insurance Program (FEGLI)

### Retirement

Federal Employees Retirement System (FERS)

### Thrift Savings Plan (TSP)

May contribute to the TSP, similar to a 401(k) retirement savings.\*



## Benefits Available to Career Employees

<b>Compensation</b>	Competitive pay
<b>Annual Leave/Vacation Leave</b>	For rest, relaxation and a planned interruption from the workplace or to attend to personal affairs, up to 26 days for bargaining employees and non-bargaining career employees hired before October 6, 2012. Non-bargaining career employees hired on or after October 6, 2012, earn up to 20 days per leave year depending on the number of years of service.
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<b>Holiday Leave</b>	Full-time and part-time regular employees are eligible for holiday leave on 10 designated holidays each year.
<b>Health Insurance</b>	Federal Employees Health Benefits (FEHB) Program
<b>Dental &amp; Vision Insurance</b>	Federal Employees Dental & Vision Insurance Program (FEDVIP)
<b>Flexible Spending Accounts (FSA)</b>	Participation in the FSA Program
<b>Life Insurance</b>	
<b>Long Term Care Insurance</b>	Federal Employees' Group Life Insurance Program (FEGLI)
<b>Retirement</b>	Federal Employees Retirement System (FERS)
<b>Thrift Savings Plan (TSP)</b>	May contribute to the TSP, similar to a 401(k) retirement savings.*

## Did You Know?

**DID YOU KNOW ?**


USPS has more than **485,000** career employees.



4/17/2015

**DID YOU KNOW ?**

More than **44,000** USPS non-career employees were converted to career status in fiscal 2016.



11/16/2016

**DID YOU KNOW ?**

The Postal Service is one of the nation's largest employers of **veterans**.



12/18/2015



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## Did You Know?

### DID YOU KNOW ?

Each workday, USPS adds about **3,200** addresses to its delivery network.



04/27/2015

### DID YOU KNOW ?

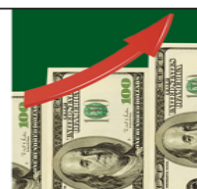
USPS ranked **137th** on the 2015 Global Fortune 500 list.



03/26/2016

### DID YOU KNOW ?

The Postal Service's total revenue rose **1.6 percent** in fiscal 2015.



12/14/2015

### DID YOU KNOW ?

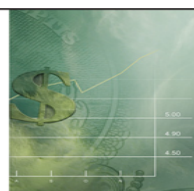
The mailing industry pumps **\$1.3 trillion** into the economy each year.



04/09/2015

### DID YOU KNOW ?

USPS shipping revenue rose **11.4 percent** in fiscal 2015.



12/17/2015

### DID YOU KNOW ?

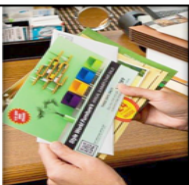
USPS processes and delivers **265.1 million** pieces of advertising mail each work day.



09/20/2015

### DID YOU KNOW ?

Direct mail is one of the largest advertising channels for U.S. businesses.



04/30/2015

### DID YOU KNOW ?

USPS has more than **31,000** retail offices.



04/24/2015

### DID YOU KNOW ?

USPS serves more than **153 million** delivery points nationwide.



03/03/2015

## Something to Think About

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Investing in myself and planning  
for my future with the  
United States Postal Service  
– a Great Place to Build a Career!

**DID YOU  
KNOW**

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04/27/2015

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04/30/2015

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03/26/2016

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12/17/2015

**DID YOU  
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04/24/2015

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12/14/2015

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09/20/2015

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KNOW**

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03/03/2015

Something to Think About



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**Own your career in HERO – It's all about YOU!**

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planning for your future, with the  
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# Appendix



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## Standard Training for MHAs



## MHA Overview



### MHA Overview

- An MHA is defined as a non-career, bargaining unit employee, established to work within the National Postal Mail Handlers Union (NPMHU) bargaining units.
- MHAs will be hired for a term not to exceed 360 calendar days and will have a break in service of at least 5 days, if reappointed.



### MHA Overview

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## -MHA Pay Rates



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### MHA Pay Rates

- Mail Handler Assistant craft has one level of pay, Mail Handler Assistant level 04 (MHA-04).
- MHAs are not hired into an MH-05 assignment.
- The National Agreement (NA) between NPMHU and USPS defines MHA pay rates in Article 9.



## Overtime



### Overtime

- Overtime is paid at time and one-half (1.5) of the employee's base hourly straight time rate.
- MHAs earn overtime when working over 40 hours in a service week.



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## Higher Level Pay



### Higher Level Pay

- On a temporary basis, MHA-04 levels may perform additional higher level duties, and receive a higher pay rate.
  - This applies only when performing higher level work.




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## Work Hour Guarantee



### Work Hour Guarantee

- Article 8, Section 8 of the National Agreement defines the minimum work or pay guarantee MHAs receive when they are scheduled and report to work.
  - The guarantee differs based on the size of the installation.



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## Work Hour Limitations

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- Employee and Labor Relations Manual (ELM), Section 432.32 defines the maximum number of work hours allowed.
- The total hours of daily service, including scheduled work hours, overtime, and mealtime, may not be extended over a period longer than 12 consecutive hours.

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- The total hours of daily service, including scheduled work hours, overtime, and mealtime, may not be extended over a period longer than 12 consecutive hours.

## Lunches, Rest Breaks, and Comfort Stops

Welcome to the



### Lunches, Rest Breaks, and Comfort Stops

- Except in emergency situations or where service conditions preclude compliance, no employee may be required to work more than 6 continuous hours without a meal or rest period of at least ½ hour.

Welcome to the



### Lunches, Rest Breaks, and Comfort Stops

- Except in emergency situations or where service conditions preclude compliance, no employee may be required to work more than 6 continuous hours without a meal or rest period of at least ½ hour.



## Scheduling

- Weekly scheduling
  - Non-career employees should see their assigned Supervisor for information on how their weekly schedule will be assigned.
- Holiday scheduling
  - Non-career employees will be scheduled for work on a holiday after all full-time volunteers and part-time volunteers are scheduled to work on their holiday or designated holiday.

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## Five-Day Break in Service

## Five-Day Break in Service

- MHAs are appointed to 360-day terms. At the end of each term, the MHA must take a five calendar-day break before beginning the next appointment.



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## MHA Career Conversion



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### MHA Career Conversion

- MHAs within the installation may be converted to full-time career status to fill vacancies.
- Vacancies are filled based on the MHAs relative standing in the installation.

## Standard Training for PSEs



## PSE Overview



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## PSE Overview

- A PSE is defined as a non-career, bargaining unit employee, established to work within the American Postal Workers Union (APWU) bargaining units.
- PSEs will be hired for a term not to exceed 360 calendar days and will have a break in service of at least 5 days, if reappointed.


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## PSE Overview

- A PSE is defined as a non-career, bargaining unit employee, established to work within the American Postal Workers Union (APWU) bargaining units.
- PSEs will be hired for a term not to exceed 360 calendar days and will have a break in service of at least 5 days, if reappointed.

## PSE Pay Rates



### PSE Pay Rates

- PSEs earn an hourly wage and may be entitled to night differential based on work schedule.
- Night differential is paid for time worked between the hours of 6:00 p.m. and 6:00 am in addition to your hourly rate.
- Overtime is permitted once the provisions of the APWU and USPS agreement have been met.



## PSE Pay Rates

- PSEs earn an hourly wage and may be entitled to night differential based on work schedule.
- Night differential is paid for time worked between the hours of 6:00 p.m. and 6:00 am in addition to your hourly rate.
- Overtime is permitted once the provisions of the APWU and USPS agreement have been met.

## Higher Level Pay



## Higher Level Pay

- PSEs may have the opportunity to be temporarily assigned to a higher level position.
  - Higher level pay will be paid for assignments to higher level positions within the bargaining unit.
  - Preference is awarded to career employees.

## Work Hour Guarantee



### Work Hour Guarantee

- PSEs have no daily or weekly work hour guarantees.
  - Any PSE who is scheduled to work and who reports will be guaranteed two (2) hours of work or pay.
  - Any PSE employee who is scheduled to work and who reports to work in a Post Office or facility with 200 or more workyears of employment shall be guaranteed four (4) hours of work or pay.

## PSE Work Schedules





## PSE Work Schedules

- Weekly scheduling
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- Holiday scheduling
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## PSE Work Schedules

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  - Non-career employees should see their assigned Supervisor for information on how their weekly schedule will be assigned.
- Holiday scheduling
  - Non-career employees will be scheduled for work on a holiday after all full-time volunteers are scheduled to work on their holiday.

## Five-Day Break in Service



### Five-Day Break in Service

- PSEs are appointed to 360-day terms.
- At the end of each term, the PSE must take a five calendar-day break before beginning the next appointment.
- Any accrued annual leave is paid at the end of a 360-day term.

## PSE Career Conversion



### PSE Career Conversion

- When a need exists to fill vacancies with career employees in accordance with its contractual obligations, available and qualified PSEs will be converted to fill such vacancies on a seniority basis.

## Additional Resources (Page 1 of 2)

For useful information on business initiatives, employment opportunities, and USPS forms (handbooks, manuals, publications, management instructions, posters, etc.), visit <http://about.usps.com/>

To view the Human Resources web page, visit  
[http://blue.usps.gov/humanresources/professionalportal/erm/ndi/ndi\\_home.shtml](http://blue.usps.gov/humanresources/professionalportal/erm/ndi/ndi_home.shtml)

To start owning your career, visit HERO Support at  
<https://usps.csod.com/catalog/CustomPage.aspx?id=20000615>



To view Poster 7, Rules and Regulations Governing Conduct on Postal Property, visit  
<http://about.usps.com/posters/pos7/welcome.htm>

To view Poster 158, Possession of Firearms and Other Dangerous Weapons on Postal Property is Prohibited by Law, visit <http://about.usps.com/posters/pos158/welcome.htm>

For additional information about the Hatch Act and other ethical conduct matters, call the HQ Ethics Helpline at (202) 268-6346, or email [ethics.help@usps.gov](mailto:ethics.help@usps.gov)

To view the Domestic Mail Manual, visit- [http://pe.usps.com/text/dmm300/dmm300\\_landing.htm](http://pe.usps.com/text/dmm300/dmm300_landing.htm)

To view the International Mail Manual, visit <http://pe.usps.com/text/imm/welcome.htm>

To view Poster 138, Keep the Mail Safe, visit <http://about.usps.com/posters/pos138.pdf>

To view Poster 298, Domestic Hazardous Materials Warning Labels and Markings, visit  
<http://about.usps.com/posters/pos298.pdf>

To view Poster 701L, CHECK FIRST! Dangerous Goods in International or APO/FPO/DPO Mail, visit  
<http://about.usps.com/posters/pos701l.pdf>

To view Poster 702, Dangerous Goods Warning Labels Prohibited in International Mail, visit  
<http://about.usps.com/posters/pos702.pdf>

To view Publication 52, Hazardous, Restricted, and Perishable Mail, visit  
<http://pe.usps.gov/cpim/ftp/pubs/Pub52/pub52.pdf>

To hear updated emergency information for your area of employment, call the Emergency Hotline at 1-888-EMERGNC(363-7462)

To view "Safety Depends on Me" videos, visit <https://blue.usps.gov/hr/safety/video/>

To view Publication 302, Safe & Secure: Postal Employee Crime Prevention, visit  
<https://blue.usps.gov/cpim/ftp/pubs/pub302/>

To view information on Safety, Health and Environment in the ELM 37, Employee and Labor Manual (Chapter 8), visit [http://about.usps.com/manuals/elm/html/elmc8\\_001.htm](http://about.usps.com/manuals/elm/html/elmc8_001.htm)





For information on federal employee compensation benefits while injured at work, visit <http://www.dol.gov/owcp/dfec/regs/compliance/ca-11.htm>

## Additional Resources (Page 2 of 2)

To view Handbook F-21, Time and Attendance, visit <http://blue.usps.gov/cpim/ftp/hand/f21.pdf>

To view the Guide to USPS Health Benefits Plan, visit <https://liteblue.usps.gov/uspshbp/>

To learn more about benefits for non-career employees, including health coverage through the Federal Employees Health Benefits (FEHB) Program, visit: <https://liteblue.usps.gov/newhirebenefits/humanresources/benefits/benefits-for-new-employees.shtml>

To request (non-job related) unscheduled leave, call the HRSSC at 1-877-477-3273, TTY 1-866-833-8777

For information on your union organization, contact your local union rep or local personnel office

To view Publication 133, What You Need to Know about EEO, visit <http://about.usps.com/publications/pub133.pdf>

For information on how to file an MSPB appeal, visit [www.mspb.gov](http://www.mspb.gov)

For information on Conduct, see Employee and Labor Manual (ELM) – 660  
[http://about.usps.com/manuals/elm/html/elm6\\_025.htm](http://about.usps.com/manuals/elm/html/elm6_025.htm)

For information on Diversity, Equal Employment Opportunity, and Affirmative Employment Action, see Employee and Labor Manual (ELM) – 670 [http://about.usps.com/manuals/elm/html/elm6\\_034.htm](http://about.usps.com/manuals/elm/html/elm6_034.htm)

To request EEO counseling, use the online Postal Service EEO efile application at: <https://efile.usps.com>

For more information on the No FEAR Act, visit <http://blue.usps.gov/hr/training-development/docs/No%20Fear%20Act%20Job%20Aid.pdf>

To view Publication 519 – Employee Assistance Program (EAP) Information and Services  
<http://blue.usps.gov/cpim/ftp/pubs/pub519.pdf>

For assessment, referral, short-term counseling, and/or work/life consultation, contact an EAP Representative at 1-800-EAP-4-YOU (1-800-327-4968), TTY 1-877-492-7341

For information on the Employee Assistance Program, visit [www.eap4you.com](http://www.eap4you.com)

For information on employee deals, visit <https://liteblue.usps.gov/news/deals/welcome.htm>

To view Publication 32, Glossary of Postal Terms, visit [http://about.usps.com/publications/pub32/pub32\\_terms.htm](http://about.usps.com/publications/pub32/pub32_terms.htm)



For a PDF or printed version of the Publication 32 for Customer Service or Mail Processing, contact your local training facilitator.

**NOTE:** Contact your supervisor or manager for copies of resources found on the Blue Page.



## New Employee 90-Day Onboarding Checklist

The checklist below outlines the onboarding activities to be completed over the first 90 days on the job. Reference this checklist to ensure you receive the information and resources necessary to successfully complete the onboarding process. Please contact your supervisor if you have questions or concerns regarding activity completion.

<b>Orientation</b>	<input checked="" type="checkbox"/>
Complete I-9, <i>Employment Eligibility Verification</i>	<input type="checkbox"/>
Complete PS Form 61, <i>Appointment Affidavit</i>	<input type="checkbox"/>
Attend "Welcome to the United States Postal Service" orientation for new employees	<input type="checkbox"/>
Confirm Employee Identification Number (EIN)	<input type="checkbox"/>
Secure postal ID badge	<input type="checkbox"/>
<b>First 30 Days</b>	<input checked="" type="checkbox"/>
Attend job specific training, if applicable ( <i>Ex: City Carrier Academy</i> )	<input type="checkbox"/>
Meet with manager to receive department overview, and facility tour	<input type="checkbox"/>
Meet with supervisor to discuss the following:	<input type="checkbox"/>
▪ Initial work assignment	<input type="checkbox"/>
▪ Job duties, roles and responsibilities	<input type="checkbox"/>
▪ Performance expectations	<input type="checkbox"/>
▪ Work hours	<input type="checkbox"/>
▪ Probationary period guidelines	<input type="checkbox"/>
▪ Time and Attendance Control System (TACS)	<input type="checkbox"/>
▪ Leave guidelines and requests/eRMS (See Job Aid 9.5 for sample PS Form 3971)	<input type="checkbox"/>
▪ Introduction to coworkers and key contacts	<input type="checkbox"/>
▪ USPS National Emergency Hotline number	<input type="checkbox"/>
▪ Supply requests	<input type="checkbox"/>
Meet with safety coordinator to receive <i>Emergency Evacuation</i> overview	<input type="checkbox"/>
Meet with On-Job-Instructor (OJI) and complete and sign OJI Checklist ( <i>management official, union official, OJI, and employee must sign as required</i> )	<input type="checkbox"/>
Continue completing required training courses, if applicable	<input type="checkbox"/>
Complete probationary evaluation with supervisor	<input type="checkbox"/>
<b>First 60 Days</b>	<input checked="" type="checkbox"/>
Complete all eligible benefit enrollments, if applicable, within 60-day deadlines ( <i>See Job Aid 12.3 to view eligible benefits</i> )	<input type="checkbox"/>
Continue completing required training courses	<input type="checkbox"/>
Complete probationary evaluation with supervisor	<input type="checkbox"/>
<b>First 90 Days</b>	<input checked="" type="checkbox"/>
Complete probationary evaluation with supervisor	<input type="checkbox"/>
Complete "New Employee Survey"	<input type="checkbox"/>





**Notes:**



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## Notes:







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## Notes:

Welcome  
to the







WHAT YOUR OIL BILL SPIKING,  
OR YOUR HEART RATE?

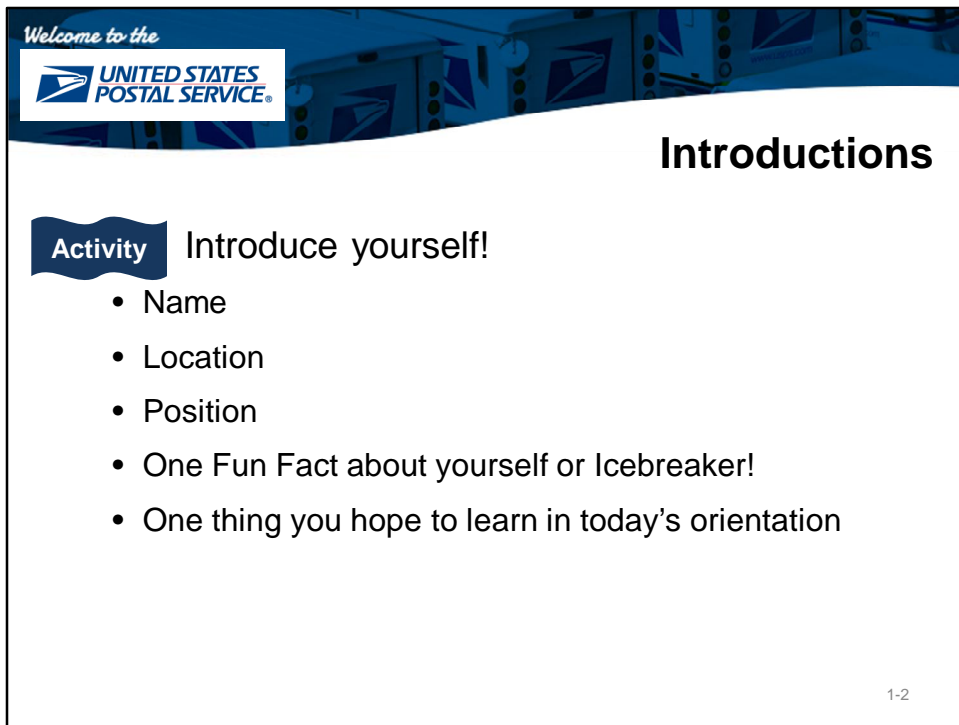
Oil/Heating Oil Spot Price






Facilitator: Ensure room is configured to accommodate social distancing.  
Show slide 1-1 to introduce the course.





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## Introductions

**Activity** Introduce yourself!

- Name
- Location
- Position
- One Fun Fact about yourself or Icebreaker!
- One thing you hope to learn in today's orientation

1-2

Facilitator: Show slide 1-2, Introductions.

Introduce yourself to the class. Provide the district, your years of service, where you started, some positions you have held, and your current position.

ACTIVITY: Use the Two Truths and a Lie icebreaker to have participants introduce themselves to the others in the room.

- Each person lists three things about themselves; two that are true, one that is not. Other participants guess which statement contains the lie.
- Orient participants to the facility (breakrooms, restrooms, emergency procedures, etc.). Point out restrooms, parking lot, and smoking areas. Remind participants that while there are designated smoking areas, all USPS facilities are smoke-free. Provide policy information if requested.
- Explain the procedures for fire, inclement weather, etc. and point out emergency exits.
- Lunch and breaks are incorporated throughout the day.
- Distribute one Employee Reference Guide (ERG) to each participant.
- Ensure each participant has a copy of PS Form 61, *Appointment Affidavit* and PS Form 8139, *Your Role in Protecting the Security of the U.S. Mail*.

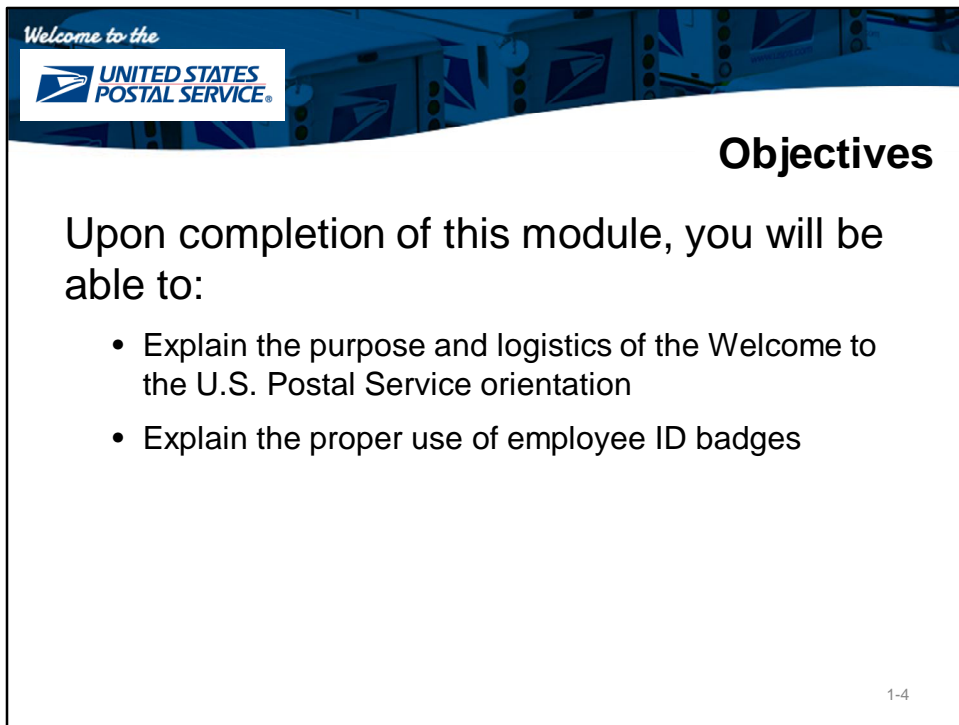


Facilitator: Show slide 1-3, Module 1: Employee Welcome.


Click the link to display the Smart Business Moment for the day. Display PowerPoint slide version. <https://smartbusinessmoments.usps.com/>.

Discuss the Smart Safety/Smart Business Moment.

Facilitator: Welcome participants to the training session. Introduce yourself to the class. Provide some interesting information about yourself and your career. Allow 5 minutes to perform introductions and icebreaker.



Welcome to the

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## Objectives

Upon completion of this module, you will be able to:

- Explain the purpose and logistics of the Welcome to the U.S. Postal Service orientation
- Explain the proper use of employee ID badges

1-4

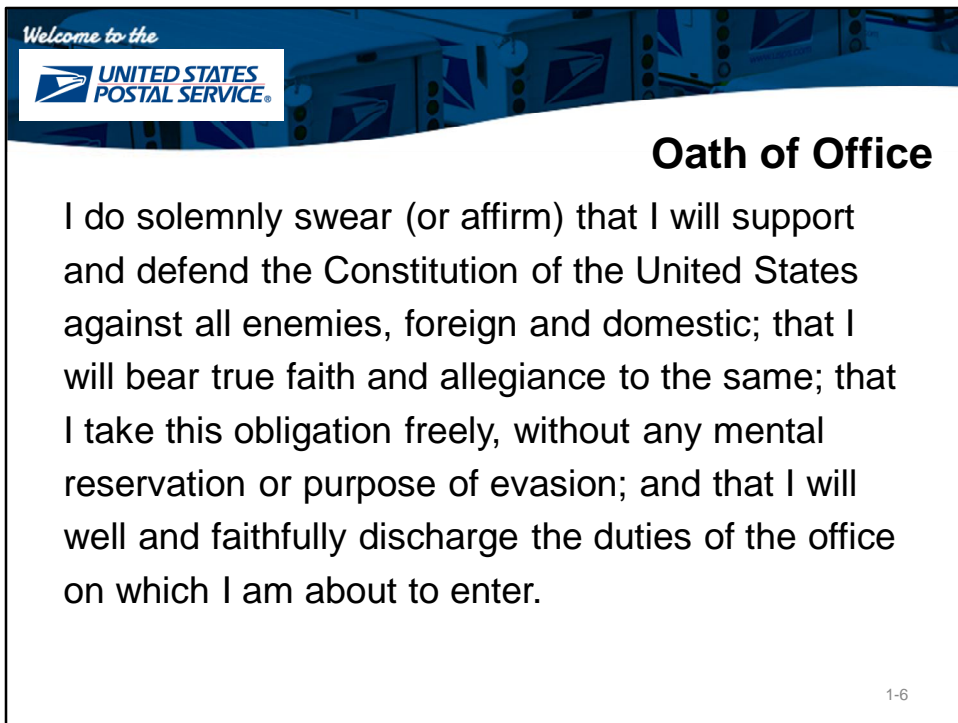
Facilitator: Show slide 1-4, Objectives. Review and discuss module objectives and topics covered in module one.






Facilitator: Show slide 1-5, Message From the Postmaster General. Click to play the Postmaster General video. Video is located on the Orientation DVD or can be accessed from <https://blue.usps.gov/corpcomm/uspstv/orientation/new-employee-welcome-message.htm>.

Facilitator: Introduce the PMG video.



Welcome to the

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## Oath of Office


I do solemnly swear (or affirm) that I will support and defend the Constitution of the United States against all enemies, foreign and domestic; that I will bear true faith and allegiance to the same; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties of the office on which I am about to enter.

1-6

Facilitator: Show slide 1-6, Oath of Office and administer the Oath of Office.

Distribute PS Form 61, *Appointment Affidavit* and any other personnel forms to be completed at this time to participants prior to proceeding with the training.

Review each handout and discuss guidelines for completing, if necessary.



Welcome to the

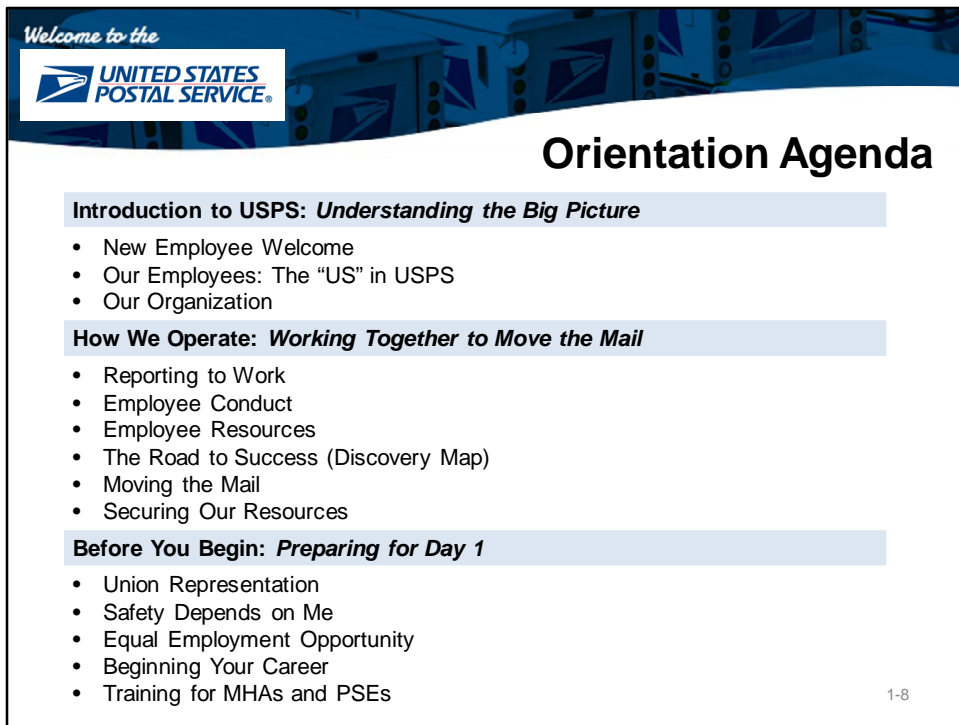
**UNITED STATES  
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## Orientation Overview


- Purpose, mission and operation of the Postal Service
- Your arrival at your work unit
- Your career with the Postal Service
- Three days of orientation
- Lunch and breaks are incorporated
- Stay engaged and participate
- No tests

1-7

Facilitator: Show slide 1-7, Orientation Overview. Explain orientation details, local information, and ground rules for the classroom.



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## Orientation Agenda

- Introduction to USPS: *Understanding the Big Picture***
  - New Employee Welcome
  - Our Employees: The “US” in USPS
  - Our Organization
- How We Operate: *Working Together to Move the Mail***
  - Reporting to Work
  - Employee Conduct
  - Employee Resources
  - The Road to Success (Discovery Map)
  - Moving the Mail
  - Securing Our Resources
- Before You Begin: *Preparing for Day 1***
  - Union Representation
  - Safety Depends on Me
  - Equal Employment Opportunity
  - Beginning Your Career
  - Training for MHAs and PSEs

1-8

Facilitator: Show slide 1-8, Orientation Agenda. Reiterate that lunch and breaks are incorporated throughout each day.



Facilitator: Show slide 1-9, Orientation Materials.

Refer students to the Employee Reference Guide and review with participants.

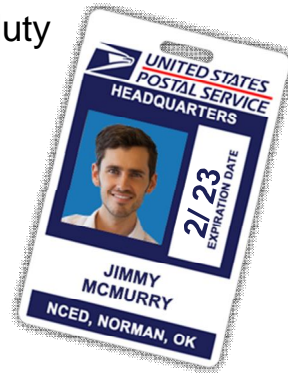
Job aids contained within the guide provide information on key topics and are referenced throughout the training. Participants may make notes in the guide and reference the guide while on the job, as needed.

Welcome to the




## ID Badges

- Wear and visibly display ID badges while officially employed and on duty
- Badges must be worn at all times while on Postal property



1-10

Facilitator: Show slide 1-10, ID Badges. More information on badge usage is provided upon arrival at work site.



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## Summary

- The Oath of Office is your promise to support the Constitution of the United States and discharge the duties of your position
- ID badges must be worn at all times on Postal Service property

1-11

Facilitator: Show slide 1-12, Summary. Review and briefly discuss the topics presented within the module.





Facilitator: Show slide 2-1, Module 2: Our Employees: The 'US' in USPS.

Welcome to the



## Objectives

Upon completion of this module, you will be able to:

- Describe how an employee directly affects the USPS' ability to provide quality products and services for the business, customers, and other employees
- Identify ways in which the employee influences the customer experience

2-2

Facilitator: Show slide 2-2, Objectives. Review and discuss the objectives and topics covered in this module.

Welcome to the



## Why You Are Important

- You are a member of one of the largest service organizations in the world
- You are key in helping the Postal Service continue its mission to provide reliable, universal mail service throughout the country

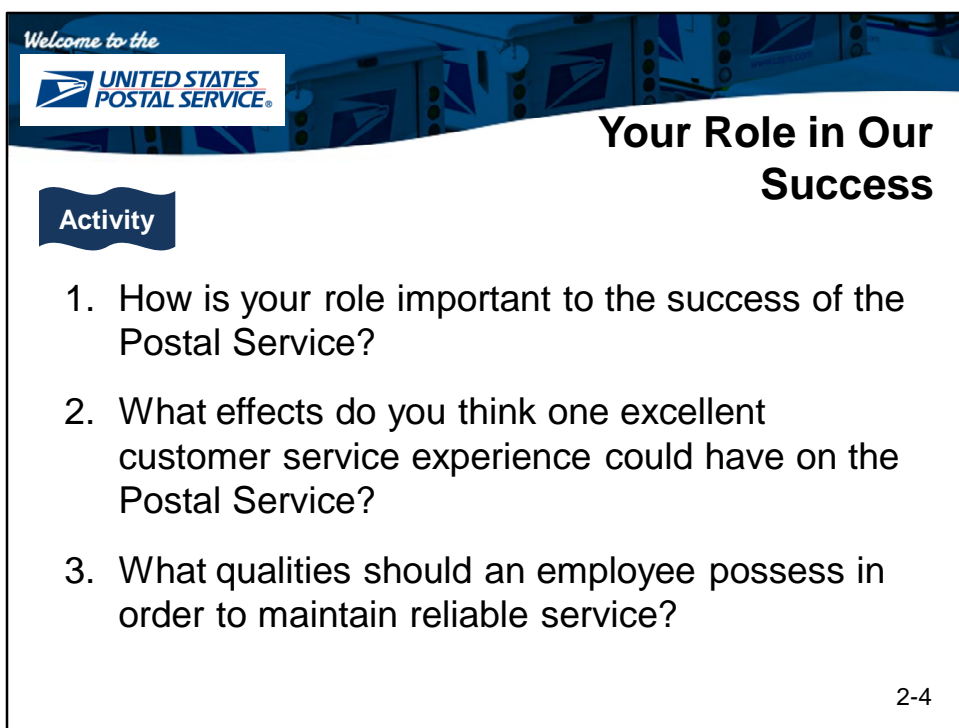


*Play The Eagle Always Faces Forward video*

2-3

Facilitator: Show slide 2-3, Why You Are Important. Share why participants are important to the success of the Postal Service.

Facilitator: Play the Eagle Always Faces Forward video (1:22) from the Orientation Media DVD. Introduce the Eagle Always Faces Forward video. Discuss the video once it plays.



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## Your Role in Our Success

**Activity**

1. How is your role important to the success of the Postal Service?
2. What effects do you think one excellent customer service experience could have on the Postal Service?
3. What qualities should an employee possess in order to maintain reliable service?

2-4


Facilitator: Show slide 2-4, Your Role in Our Success. Select several participants to provide answers to each question.

ACTIVITY: Allow five minutes to discuss the first two questions as a group. Bring the group back together and select volunteers from each group to share their answers.


Answers for question three are taken verbally or in chat from all sites and written on a *Qualities* rip chart. This chart is used again in Module 13.

1. How is your role important to the success of the Postal Service?  
Select participants from each craft to answer.
2. What effects do you think one excellent customer service experience could have on the Postal Service?  
Discuss the possibilities of future business with the customer and referrals for new Postal Service customers.
3. What qualities should an employee possess in order to maintain reliable service?  
Reliability, helpfulness, hard-working, dependability, etc.

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## Protecting Our Brand



[Play](#)

2-5

Facilitator: Show slide 2-5, Protecting Our Brand.

What is a *brand*? A brand has been described as the *essence or promise that a product, service, or company will deliver, or be experienced by a customer*. We have already discussed that the Postal Service's mission is to provide reliable, universal mail service throughout the country; and that is certainly our promise. This brief video will identify other ways we might influence the customer experience in addition to providing reliable delivery.

Facilitator: Show, USPS Brand 2014 video. A link to the video is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD provided as part of your facilitator guide

Once the video is complete, review/debrief the video. Allow participants to ask questions in the chat. If there are no questions, facilitate a brief discussion.

Welcome to the  
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## Summary

- Provide reliable, universal mail service and on-time delivery throughout the country
- Continue to improve service, efficiency, and seek new ways to grow the business
- <http://about.usps.com/>

*Refer to the "Additional Resources" pages in your Employee Reference Guide for more information on the above resources.*

ERG  
p 67-68

2-6

Facilitator: Show slide 2-6, Summary. Review and briefly discuss the topics presented within the module.

Refer participants to the Additional Resources job aid within the Employee Reference Guide and [about.usps.com](http://about.usps.com/).

<http://about.usps.com/>

Address all questions that participants may have relating to the resources.





Facilitator: Show slide 3-1, Module 3: Our Organization.



Welcome to the



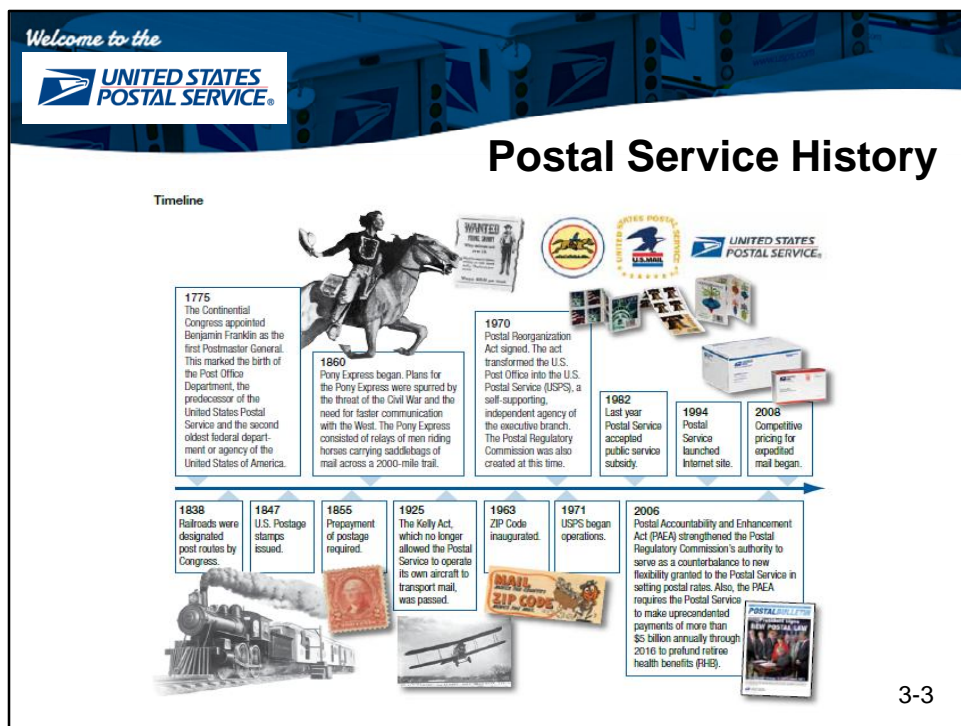
## Objectives

Upon completion of this module, you will be able to:

- Describe the mission and the vision of the Postal Service and how it applies to your position
- Recognize and explain your role in the Postal Service's commitment to the security and sanctity of the mail
- Describe the Postal Service's policies regarding diversity and inclusion
- Discuss ways to embrace diversity and inclusion in the workplace

3-2

Facilitator: Show slide 3-2, Objectives. Review and discuss the objectives.



Facilitator: Show slide 3-3, Postal Service History. Review Postal Service history information.

Ask participants to think about their responses to the following questions.

Ask participants, how many of you:


- Mail birthday cards to a friend or relative?
- Mail payments for bills?
- Send postcards during vacations?
- Mail invitations for events and occasions?

Imagine if we were to take this poll before email and paying bills online were available. How different do you think your answers would be? Think about how technology has changed the way we communicate.

(Examples: email, text messages, online banking and bill pay, automated bill pay via phone, photo sharing via social media, evite, etc.)

What impact do you think these changes have had on our business?

Over time, letter mail volume has declined while our package business has increased. Changes in technology drive the Postal Service to meet the needs of our customers through innovative products and services.



Welcome to the  


## Today's Postal Service

The Postal Service is currently operating under a business plan based on the following objectives:

- Preserve the ability to provide and finance secure, reliable, and affordable universal delivery service
- Further economic growth and enhance commerce
- Implement comprehensive transformation for a long-term sustainable financial future
- Protect U.S. taxpayers (avoid federal funding and appropriations)
- Maintain fairness to employees and customers

3-4

Facilitator: Show slide 3-4, Today's Postal Service. Discuss growth in the package business. In FY2019, the Postal Service delivered 5.9 Billion packages; a 40% increase over FY2015.

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## Outlook for the Future Postal Service

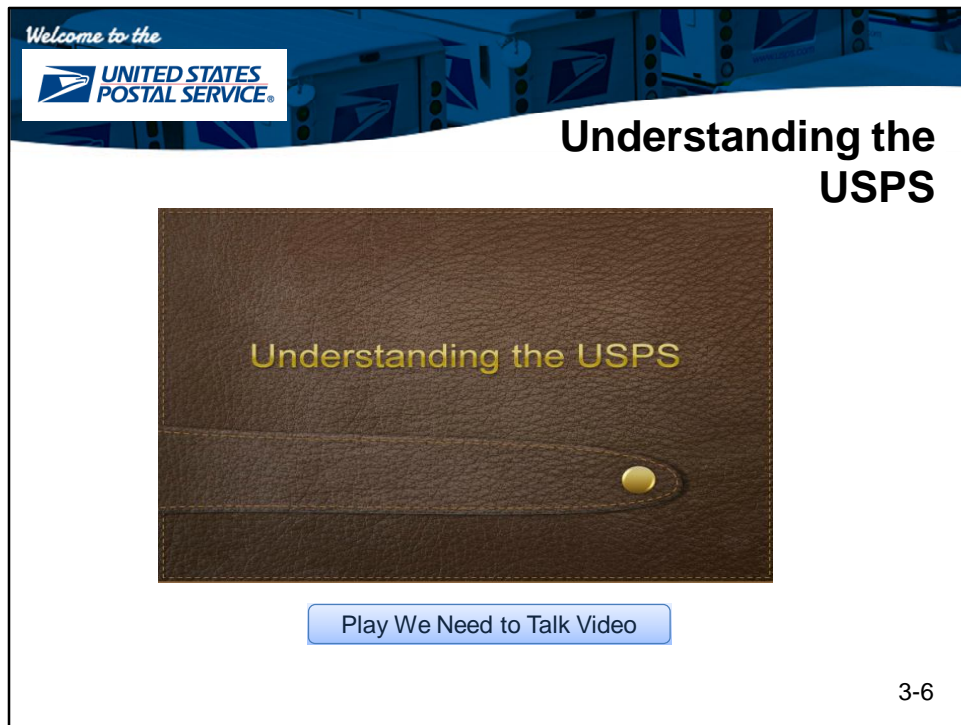


3-5

Facilitator: Show slide 3-5, Outlook for the Future Postal Service. Discuss the future of the Postal Service.

Select participants to share their responses and discuss.

- What would you like to see in the future as a Postal Service customer?
- What would you like to see in the future as a Postal Service employee?



Producer: Show slide 3-6, Understanding the USPS.

- Play the Commitment: Understanding the USPS online course. Access this course in HERO.
- Click the link on the slide to play the We Need to Talk video. If the video will not play, access it from the USPS TV Ethic video page: <https://blue.usps.gov/corpcomm/uspstv/ethics/welcome.htm>

Zoom facilitator: Introduce the Commitment: Understanding the USPS eLearning course.

During the course, complete each activity by selecting volunteers from each district to answer the questions.

Once the eLearning is complete, review/debrief the eLearning course. Allow employees to ask questions in the chat.

Zoom facilitator: Introduce the video. Once the video ends, discuss Security and Sanctity of the Mail.

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## Our Promise to Protect Information

- Privacy Act
- Freedom of Information Act





Play

3-7

Facilitator: Show slide 3-7, Our Promise to Protect Information.

Play the Our Shared Responsibility video (1.36 minutes). Click to play the video from the slide or online at <https://blue.usps.gov/cyber/our-shared-responsibility.htm>.

Review video information. Then discuss information on the Privacy Act and Freedom of Information Act.





Welcome to the




## Diversity

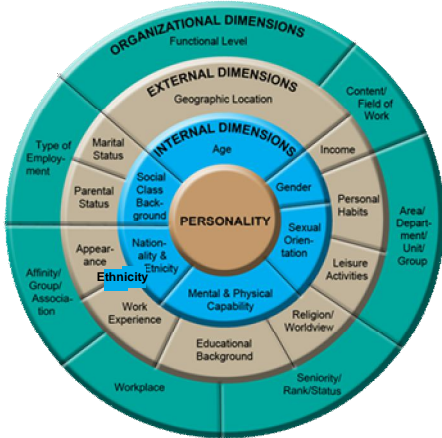
- A wide range of interests, backgrounds, and experiences
- Consortium of different perspectives
- People with different opinions, backgrounds (education and social experience), religious beliefs, political beliefs, sexual orientations, heritages, and life experiences
- Dissimilar

3-9

Facilitator: Show slide 3-9, Diversity and discuss diversity.

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## Dimensions of Diversity



3-10

Facilitator: Show slide 3-10, Dimensions of Diversity. Discuss dimensions of diversity and the Diversity Wheel.

Welcome to the



## Inclusion

- Behaviors, policies, and practices that allow all employees to achieve their full potential.
- Ability to leverage the effectiveness of our organizational diversity.
- Enables employees to contribute their unique individual or group characteristics.
- Brings the workforce together as a whole.

3-11

Facilitator: Show slide 3-11, Inclusion. Discuss inclusion.

Welcome to the



## Rise in Diversity Buying Power

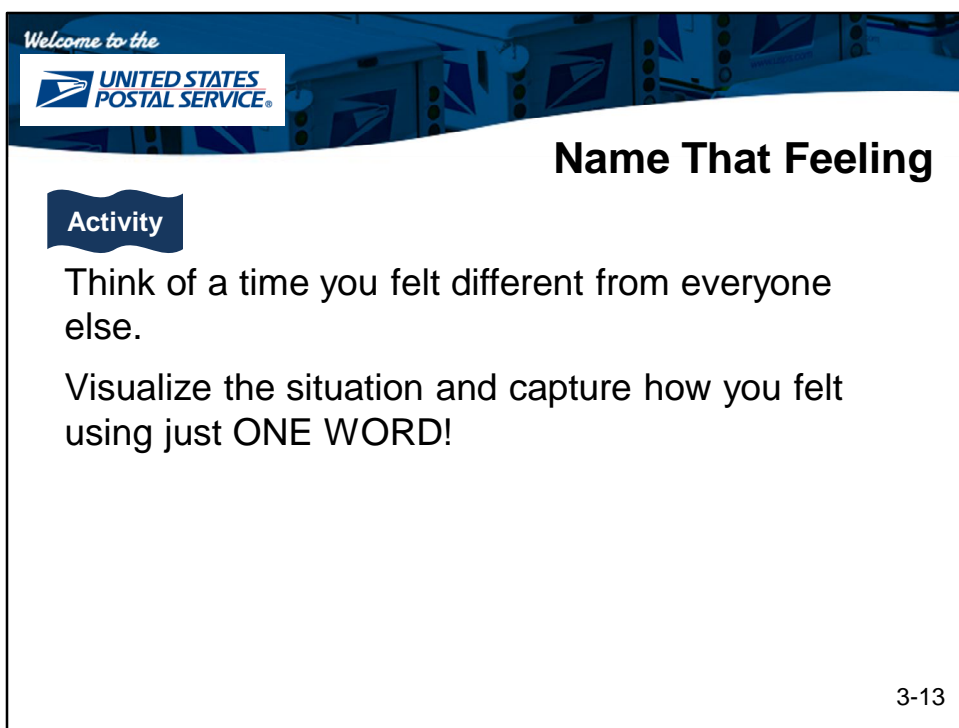
GROUP	2000	2010	2018	(projected) 2023
African American	\$609 billion	\$961 billion	\$1.3 trillion*	1.5 trillion
Hispanic	\$494 billion	\$1 trillion	\$1.5 trillion*	1.9 trillion
Asian American	\$276 billion	\$603.5 billion	\$1 trillion*	1.3 trillion
Native American	\$40.3 billion	\$82.5 billion	\$114.6 billion*	136.4 billion
White	\$6.4 trillion	\$9.4 trillion	\$12.2 trillion*	13.9 trillion
(LGBT) Lesbian, Gay, Bisexual, Transgender** \$3.7 trillion (globally)				

\*Source: UGA Today, Catalyst, Inc., Selig Center for Economic Growth


\*\*Source: LGBT Buying Power in the United States, Catalyst, Inc., Witeck Communication

3-12

Facilitator: Show slide 3-12, Rise in Diversity Buying Power. Discuss diversity buying power.



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## Name That Feeling

**Activity**

Think of a time you felt different from everyone else.

Visualize the situation and capture how you felt using just ONE WORD!

3-13

Facilitator: Show slide 3-13, Name that Feeling.

Conduct the Name That Feeling activity. Offer a word that describes how you felt in a particular situation, and then, invite participants to contribute answers verbally or in chat. Address ratio of positive to negative words.

**ACTIVITY:** Allow 15 minutes to conduct the Name that Feeling activity. Think of a time when you felt different from everyone else. For example, walking into a classroom, store, or workplace and being the only person of one race, or the only female, or the only person speaking English. Think of that time and visualize the situation, and then try to capture how you felt with just ONE WORD. Remember that word and the situation.

For example: I once was the only hearing person in a room full of people using sign language. I felt isolated. When I go around the room, I would introduce myself as “Hello. I am isolated.” I would then describe the situation that made me feel isolated.

Allow six minutes for participants to introduce themselves to at least three other participants. When they introduce themselves, they should use their word instead of their name.

Collect the words that everyone used to describe their feelings through chat or

verbal response and place on a rip chart.

After charting all the words, lead the group in a brief discussion using the following questions as guides.

- Are there more positive or negative words that were used?
- In the workplace, what are the implications of the positive words? Of the negative words? Collect responses verbally or in chat and discuss.

Even though we all have felt different at one time or another, it is easy to forget the feelings that are associated with it. We may unintentionally exclude others or behave in ways that send mixed messages. If we can remember our own feelings about being different, it may help us be more sensitive to others.

Welcome to the  
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## Impact of Diversity on our Business

**Activity** Finish each statement.

- A diverse workforce drives...
- A diverse workforce can capture...
- Recruiting from a diverse pool of candidates increases...
- Diversity fosters...
- Diversity in the workplace is necessary to create...

3-14

Facilitator: Show slide 3-14, Impact of Diversity on Our Business. Ask employees how they would finish each statement on the slide.

ACTIVITY: Foster discussion amongst the group. No correct answers are provided on the slide as this activity promotes discussion, not right or wrong answers.

Possible answers to the questions:

- A diverse workforce drives economic growth.
- A diverse workforce can capture a greater share of the consumer market.
- Recruiting from a diverse pool of candidates increases opportunity to have a more qualified workforce.
- Diversity fosters a more creative and innovative workforce.
- Diversity in the workplace is necessary to create a competitive economy in a globalized world.



Welcome to the




## **Promoting Diversity and Inclusion in the Workplace**

- Practice positive, constructive work habits in the workplace
- Recognize and respect others and their individuality
- Think before you speak and be sensitive to others
- Set aside biases and replace judgements with curiosity when you interact with people that you find have noticeable differences from you, and/or the people with whom you mostly interact

3-15


Facilitator: Show slide 3-15, Promoting Diversity and Inclusion in the Workplace. Review promoting diversity and Inclusion in the workplace information.

Welcome to the



## Annual Equal Employment Opportunity Report

- USPS completes Federal Agency Annual EEO Program Status report.
- Reports barriers to USPS policies, practices and procedures to groups based on their gender, race, ethnic background, or disability status.



**U.S. Equal Employment Opportunity Commission**

3-16

Facilitator: Show slide 3-16, Annual Equal Employment Opportunity Report.  
Review Annual Equal Employment Opportunity Report.

Welcome to the



## EEOC Agency Issued Goal


USPS has EEOC federal agency issued goal to have 12% of workforce be people with disabilities, and 2% of workforce be people with targeted disabilities at all levels of the organization.



3-17

Facilitator: Show slide 3-17, Annual Equal Employment Opportunity Report. Review information on the Equal Employment Opportunity Commission (EEOC).

Welcome to the



## Summary

- Our mission is to provide reliable, universal service and respond to changing customer needs
- Uphold the security and sanctity of the mail
- Value Diversity and Inclusion and implement strategies to leverage the diversity of our workforce
- Promote Diversity and Inclusion and respect everyone's differences
- <http://blue.usps.gov/hr/>

ERG  
p 67-68

3-18

Facilitator: Show slide 3-18. Summarize the module.

Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resource listed below.

<http://blue.usps.gov/hr/>

Address all questions that participants may have relating to the resources.



Facilitator: Show slide 4-1, Module 4: Reporting to Work.

Welcome to the



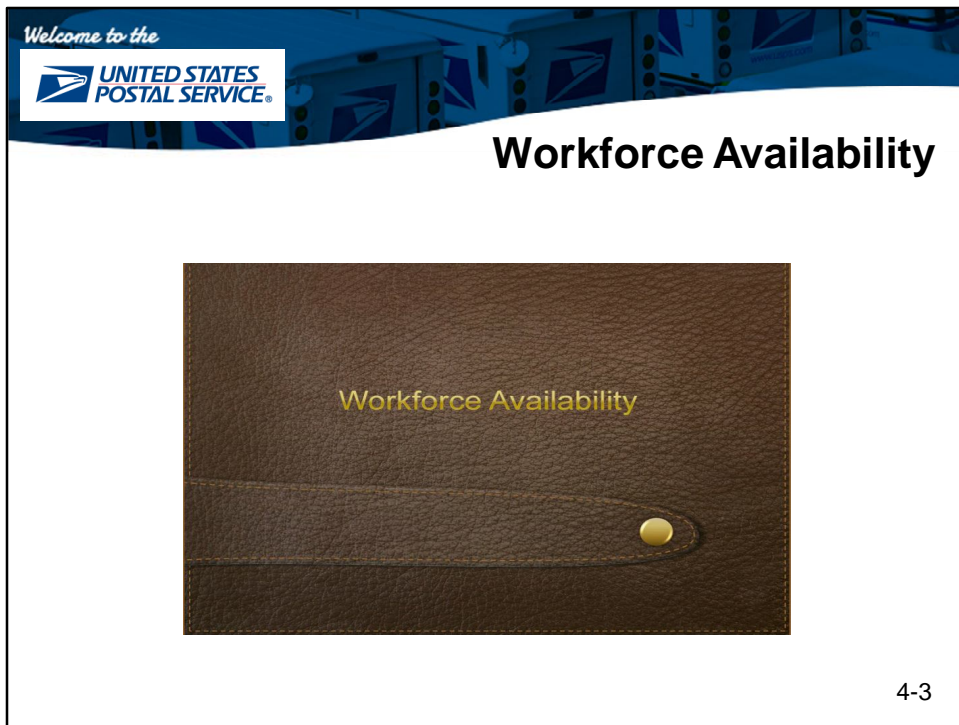
## Objectives

Upon completion of this module, you will be able to:

- Explain the importance of reporting to work as scheduled and its impact to the Postal Service
- Identify key sections of your earnings statement
- Explain how to use the appropriate time badge card to record time
- Adhere to the leave procedure responsibilities
- Identify health benefits available to non-career employees

4-2

Facilitator: Show slide 4-2, Objectives. Review and discuss the objectives and topics covered in this module.



Facilitator: Show slide 4-3, Workforce Availability. Introduce the ONE Workforce Availability eLearning course.

Show eLearning course ONE: Workforce Availability in HERO (20 minutes).

Once the eLearning is complete, review/debrief the eLearning course. Allow participants to ask questions in the chat.





## Getting Paid

- Employees are paid bi-weekly.
- If you begin work in week 1 of the pay period, your first check will include two weeks of pay.
- If you begin work in week 2 of the pay period, your first check will include one week of pay.

- Example:

- Employees who begin in PP 21 (Work Weeks October 1-14) will be paid on October 21

OCTOBER						
SAT	SUN	MON	TUE	WED	THU	FRI
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

4-4

Facilitator: Show slide 4-4, Getting Paid.

The first paycheck is received based on the employee's start date. Use sample pay schedule to provide explanation of first pay day based on the pay period of the orientation class.

Welcome to the



## Earnings Statement


000 01-1560		Employee Name		012345678		24 17		12345678			
PAYLOC		FINANCE NO.		EMPLOYEE NAME		EMPLOYEE ID		PAY PERIOD		SERIAL NUMBER	
DETAIL EARNINGS						GROSS TO NET			LEAVE STATUS		
WK	RSC/LEV	RATE	CODE	TYP	HOURS	PAY	THIS PERIOD		YEAR-TO-DATE		ANNUAL LEAVE (AL) CAT: 0.00
2	0 01	1691	844	W	30.00	50730	GROSS PAY	101460	1926114	AL PRIOR YR BAL	0.00
1	0 01	1691	844	W	30.00	50730	FED TAX R3	5093	81894	+ AL EARNED YTD	51.00
							ST TAX ALS03	3665	64778	+ AL HOL EARNED YTD	0.00
							RETIRE	00	00	- AL USED YTD	0.00
							MEDICARE	1472	27929	= EARNED AL BAL	51.00
							UN L	2483	42211	+ AL ADVANCED	0.00
							S0SEC	6290	119419	= AVAIL AL BAL	51.00
							EMA	00	22860	AL USED THIS PP	0.00
										SICK LEAVE (SL) CAT: 0.00	
										SL PRIOR YR BAL	0.00
										+ SL EARNED YTD	0.00
										- SL USED YTD	0.00
										= CURRENT SL BAL	0.00
										SL USED THIS PP	0.00
										LEAVE WITHOUT PAY (LWOP)	0.00
										PAY PERIOD LWOP	0.00
										PP01 TO CURRENT PP	0.00
										USPS RETIREMENT	0.00
NET PAY						824.57					

4-5

Facilitator: Show slide 4-5, Earnings Statement. Describe paycheck stub information. Instructions to sign up for direct deposit is covered in a later module.

Discuss the earnings statement and explain each section.

Welcome to the



## Earnings Statement Activity

**Activity** Use the sample earnings statement to identify the following pay information:

- Hourly Rate: **\$16.91**
- Pay Period: **24**
- Total Hours in Week 1: **30**
- Total Pay in Week 2: **\$507.30**
- Gross Pay for Current Period: **\$1,014.60**
- Net Pay for Current Period: **\$824.57**
- Annual Leave Balance: **51.00**
- Cumulative Leave Without Pay (LWOP): **0**

ERG  
p 1

4-6


Facilitator: Show slide 4-6, Earnings Statement Activity. Introduce the activity. Refer employees to Job Aid 4.1, PS Form 1223-B, *Earnings Statement* in the Employee Reference Guide **page 1**.

ACTIVITY: Using the sample earnings statement job aid, select volunteers to identify pay information. Correct answers are provided below.

Use the PPT slide animations to display the correct answers.

- Hourly Rate: 16.91
- Pay Period: 24
- Total Hours in Week 1: 30
- Total Pay in Week 2: \$507.30
- Gross Pay for Current Period: \$1,014.60
- Net Pay for Current Period: \$824.57
- Available Annual Leave Balance: 51.00
- Cumulative Leave Without Pay: 0

More information regarding pay rates, overtime, and work hours specific to their craft is covered as part of their briefing and/or On-the-Job Training (OJT) following orientation.

Welcome to the  


## USPS Time Conversion

Minutes	Hundredths
0	.00
1	.02
2	.03
3	.05
4	.07
5	.08
6	.10
7	.12
8	.13
9	.15
10	.17
11	.18
12	.20
13	.22
14	.23
15	.25
16	.27
17	.28
18	.30
19	.32
20	.33

Minutes	Hundredths
21	.35
22	.37
23	.38
24	.40
25	.42
26	.43
27	.45
28	.47
29	.48
30	.50
31	.52
32	.53
33	.55
34	.57
35	.58
36	.60
37	.62
38	.63
39	.65
40	.67

Minutes	Hundredths
41	.68
42	.70
43	.72
44	.73
45	.75
46	.77
47	.78
48	.80
49	.82
50	.83
51	.85
52	.87
53	.88
54	.90
55	.92
56	.93
57	.95
58	.97
59	.98


4-7

Facilitator: Show slide 4-7, USPS Time Conversion.

The Postal Service records time in military hours and hundredths. Hours are based on a 24-hour clock, while the minutes are in hundredths.

Examples of converting minutes to hundredths would be 15 minutes equals 25 hundredths and 30 minutes equals 50 hundredths.

The time conversion chart is on the back of PS Form 1260, *Nontransactor Card*.

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## USPS Time Conversion

**Activity** Use the time conversion chart to convert the following times :

- 11:00 pm: **23.00**
- 08.50: **8:30 am**
- 6:15 pm: **18.25**
- 9:10 am: **09.17**
- 23.75 **11:45 pm**
- 5:40 pm: **17.67**
- 6:05 pm: **18.08**

ERG  
p 2

4-8

Facilitator: Show slide 4-8, USPS Time Conversion Activity. Introduce the activity.

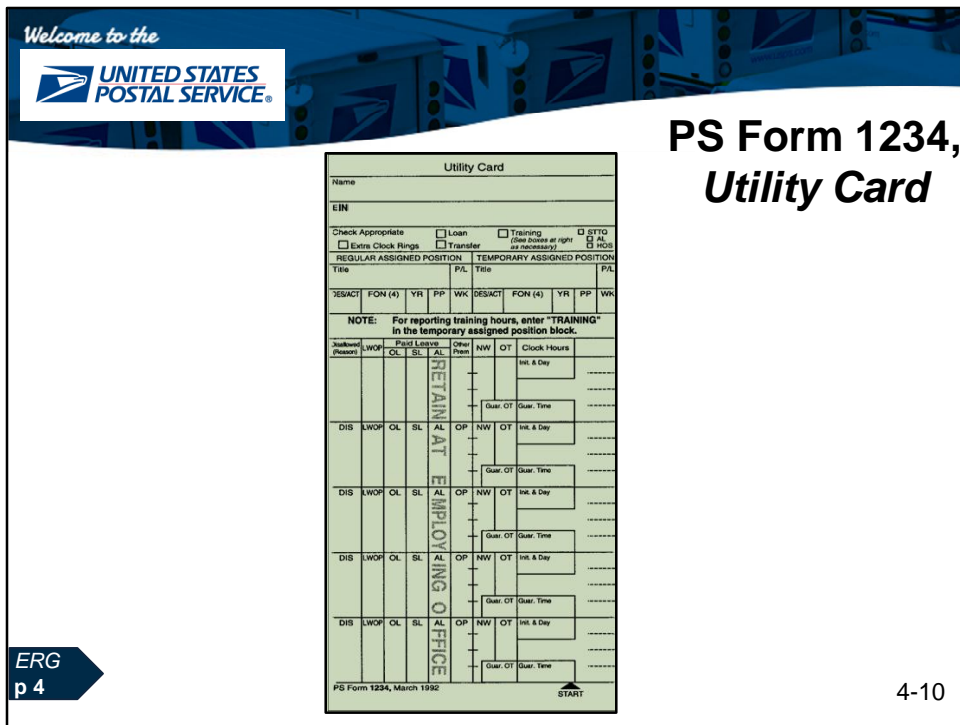
Refer participants to Job Aid 4.2, *Time Conversion Chart* and the clock face in the Employee Reference Guide page 2.

ACTIVITY: Using the time conversion chart and clock, select volunteers to convert the time displayed on the slide. Correct answers are provided below.

Use the PPT slide animations to display the correct answers.

1. 11:00 pm = 23.00
2. 08.50 = 8:30 am
3. 6:15 pm = 18.25
4. 9:10 am = 09.17
5. 23.75 = 11:45 pm
6. 5:40 pm = 17.67
7. 6:05 pm = 18.08





Facilitator: Show slide 4-10, Utility Card. Utility cards are used by rural carriers and relief rural carriers.

Refer participants to Job Aid 4.4, PS Form 1234, *Utility Card* in the Employee Reference Guide page 4.



Welcome to the

# PS Form 1261, Non-EBR Report

ERG

p 5

4-11

Facilitator: Show slide 4-11, PS Form 1261, *Non-EBR Report*. Describe how the Non-EBR (Electronic Badge Reader) Report.

Refer participants to Job Aid 4.5, PS Form 1261, *Non-EBR Report* in the Employee Reference Guide page 5.

Welcome to the



## Annual Leave

Annual leave is provided for:

- Rest
- Recreation
- Emergency purposes
- Illness or injury



4-12

Facilitator: Show slide 4-12, Annual Leave. Discuss annual leave. CCAs, MHAs, and PSEs begin earning leave when they are in a pay status.

RCAs are not in leave-earning status when hired and are notified by the postmaster once they are eligible to earn leave.

Refer participants to their supervisor for further questions regarding leave.

## Annual Leave Accrual

- Annual leave accrues and is credited in whole hours at the end of each bi-weekly pay period
- An employee must earn annual leave hours prior to use and must not exceed number of hours accrued

Rate of Accrual	Hours in Pay Status	Hours of Annual Leave Earned Per Pay Period
1 hour for each unit of 20 hours in pay status in each pay period	20	1
	40	2
	60	3
	80	4 (max.)

4-13

Facilitator: Show slide 4-13, Annual Leave Accrual. Describe how annual leave is earned.

Review rates of accrual based on hours in pay status per pay period.

Welcome to the



## Lump Sum Payment

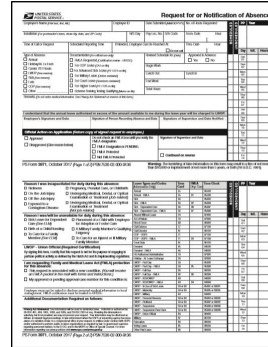
- A separating MHA, PSE or CCA employee may receive a lump-sum payment for accumulated annual leave subject to the following condition:
  - MHA, PSE, CCA whose separation is effective before the last Friday of a pay period does not receive credit or terminal leave payment for leave that would have accrued during that pay period

4-14

Facilitator: Show slide 4-14, Lump Sum Payment. Discuss payment for accumulated annual leave.

## Scheduling Leave


- Leave must be scheduled in advance to be considered scheduled
- Employees are expected to maintain their assigned schedule and must make every effort to avoid unscheduled absences
- Supervisors may approve or disapprove leave requests
- Excessive unscheduled absences may result in disciplinary action



The form is titled "Request for or Notification of Absence" and is divided into two main sections: "Request for Absence" and "Notification of Absence". It includes fields for employee information, supervisor information, and a detailed calendar grid for tracking absences. The "Request for Absence" section includes checkboxes for various types of leave (e.g., Annual Leave, Sick Leave, Unpaid Leave) and a section for "Reason for Absence". The "Notification of Absence" section includes a section for "Supervisor's Action" and a section for "Employee's Signature".

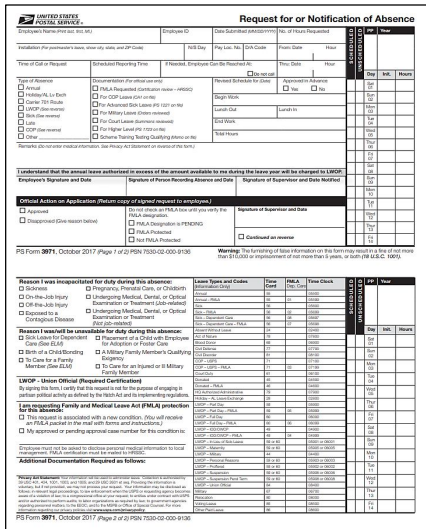
4-15

Facilitator: Show slide 4-15, Scheduling Leave. Explain the difference between scheduled and unscheduled leave.



Welcome to the

# Requesting Annual Leave



**ERG**  
p 6

4-16

Facilitator: Show slide 4-16, Requesting Annual Leave. Career employees cannot request annual leave during their first 90 days of employment.

Refer participants to Job Aid 4.6, PS Form 3971, *Request for or Notification of Absence* in the Employee Reference Guide page 6. Review each section of required information on the form.

Further information regarding annual leave and how to complete PS 3971 is covered as part of supplemental training and/or OJT following orientation. Upon arrival at the work unit, management also provides procedures to follow when employees are unable to report for work.

Welcome to the



## Vacation Choice

- Career employees have preference over MHAs and PSEs when scheduling annual leave
- This preference considers that scheduling is done on a tour-by-tour basis
- Employee skills are a determining factor in this decision
- Additional provisions may have been bargained for MHAs and PSEs locally in your assigned unit for making some types of vacation selections
- Ask your OJI for information on local leave provisions

4-17

Facilitator: Show slide 4-17, Vacation Choice. Review how employees select their vacation preference.



Welcome to the



## Family and Medical Leave Act (FMLA)

- Eligible employees may take job-protected leave for certain serious health and family matters
- Protected leave to assist family member's military deployment abroad and leave to care for a service member who suffered an injury or illness in the line of duty



4-18

Facilitator: Show slide 4-18, Family and Medical Leave Act (FMLA). Review Family and Medical Leave Act (FMLA) protections and eligibility.

Welcome to the



## Wounded Warrior

- Authorized absence to undergo medical treatment for service-connected disability rated at 30% or more
- Employee must notify the Postal Service of eligibility before requesting WWL



4-19

Facilitator: Show slide 4-19, Wounded Warrior. Review Wounded Warriors Leave (WWL) protections and eligibility.

Welcome to the



## Holiday Leave

MHAs, PSEs, and CCAs receive holiday pay for:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day



4-20

Facilitator: Show slide 4-20, Holiday Leave. Review the holiday leave policy.

## Sick Leave

- Insures employees against loss of pay if they are incapacitated for the performance of duties because of illness, injury, pregnancy and confinement, and medical examination or treatment
- Non-career employees do not earn sick leave



4-21

Facilitator: Show slide 4-21, Sick Leave. Review sick leave policy.

Welcome to the



## Leave Without Pay (LWOP)


- Authorized absence from duty in a non-pay status
- May be granted upon employee's request
- Covers only those hours that the employee would normally work or for which the employee would normally be paid

**LWOP**

4-22

Facilitator: Show slide 4-22, Leave Without Pay (LWOP). Review Leave Without Pay (LWOP) policy.

Welcome to the



## Health Benefits for Non-Career Employees

	USPS Health Benefits (USPSHB) Plan	Federal Employee Health Benefits (FEHB) Plan
CCA	✓	Eligible after one year of continuous employment, excluding any break in service of 5 days or less.
RCA	✓	
MHA	✓	
PSE	✓	

[Play](#)

4-23

Facilitator: Show slide 4-23, Health Benefits for Non-Career Employees.

Click the Play button or play the Health Benefits Information video from the DVD supplied with your facilitator guide.

Discuss health benefits available to each non-career employee.

Welcome to the

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## Dental and Vision Insurance (FEDVIP)

- Supplemental dental and vision insurance
- If eligible for FEHB, you are eligible for FEDVIP
- Employees pay full cost
- Premium contributions are not subject to taxes



ERG  
p 7-8

4-24

Facilitator: Show slide 4-24, Dental and Vision Insurance (FEDVIP). Dental and Vision Insurance (60 days from eligibility date for FEHB to enroll).

Refer participants to Job Aid 4.7, Fact Sheet, Non-Career Employee Benefits in the Employee Reference Guide pages 7-8.



Welcome to the



## Flexible Spending Accounts (FSA)

- If eligible for FEHB, you are eligible for FSA
- Tax-free FSA contributions
- Covers out-of-pocket healthcare and dependent care (day care) expenses



**Pay for care.  
Keep more of your money.**

ERG  
p 7

4-25

Facilitator: Show slide 4-25, Flexible Spending Accounts (FSA). Discuss Flexible Spending Accounts and eligibility (60 days from eligibility date for FEHB to enroll).

Welcome to the



## Long Term Care Insurance (FLTCIP)

- If eligible for FEHB, you are eligible for FLTCIP
- Insures for cost of receiving long-term care (Assisted living, nursing home, in-home care)




ERG  
p 7

4-26

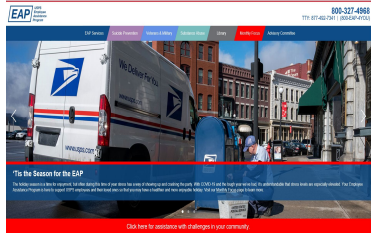
Facilitator: Show slide 4-26, Long-Term Care Insurance (FLTCIP). Long-Term Care Insurance (60 days from eligibility date for FEHB to enroll)

Welcome to the

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## Employee Assistance Program (EAP)

- You may benefit from professional assistance with personal challenges
- Free access to EAP for all employees and their families through New Directions Behavioral Health
- Resources to support you in reaching your full potential.
- [www.EAP4YOU.com](http://www.EAP4YOU.com)



ERG  
p 7

4-27

Facilitator: Show slide 4-27, Employee Assistance Program (EAP). Discuss the Employee Assistance Program (EAP).

Welcome to the



## Benefits and Wellness

- Support overall well-being through awareness, education, and access to better options
- Wellness is about:
  - Your physical and emotional health
  - Your sense of financial security
  - Your connections with others and your community
  - How fulfilled you feel in your work, and at work
- <https://liteblue.usps.gov/wellness/>



ERG  
p 8

4-28

Facilitator: Show slide 4-28, Benefits and Wellness. Review the Benefits and Wellness Team information. Participants receive more information regarding health benefits specific to their craft at their work units. Information on eligibility requirements, cost, and coverage is also covered.

Welcome to the  
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## Summary

- Pay, leave, and other related benefits are impacted by attendance
- Earnings statements reflect work and leave hours and miscellaneous deductions during a pay cycle
- Timecard with your name, employee ID number, and pay location is used to record your time
- PS Form 3971 used to approve leave requests
- For more information:
  - Handbook F-21, *Time and Attendance*
  - Non-Career Employee Health Benefits Plan
  - Federal Employee Health Benefits Plan
  - <https://liteblue.usps.gov/benefits/>

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p 67-68

4-29

Facilitator: Show slide 4-29, Summary. Review and briefly discuss the topics presented within the module.

Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below.  
Address all questions that participants may have relating to the resources.



Facilitator: Show slide 5-1, Module 5: Employee Conduct.

Welcome to the



## Objectives


Upon completion of this module, you will be able to:

- Define the rules and regulations governing conduct on Postal Service property.
- Recognize how Postal Service policies apply to sexual harassment, workplace violence, and workplace harassment.
- Apply the standards of ethical conduct regarding gifts, financial conflicts of interest, fundraising, political activities, government equipment, and resources.


5-2

Facilitator: Show slide 5-2, Objectives. Review and discuss the objectives and topics covered in this module.





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## Code of Conduct

Rules of conduct on Postal property apply to all real property, tenant agencies, and all persons on postal property

Exceptions:

- Property leased to private tenants
- Prohibited activities on sidewalks, street frontage, or paved areas that are not physically distinguishable as postal property

5-3

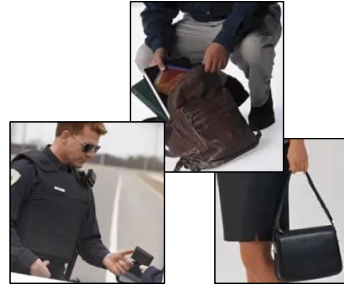
Facilitator: Show slide 5-3, Code of Conduct. Code of conduct describes the rules and regulations governing conduct on Postal Service property.

Welcome to the



## Inspection

- Purses, briefcases, and other containers are subject to inspection
- Vehicles and their contents are subject to inspection
- Items brought into customer mailing acceptance are **not** subject to inspection
- Refusal of inspection may result in denied entry
- Inspection may accompany arrest
- Properties closed to the public after normal business hours and in emergency situations. Entry may be limited to authorized persons displaying ID



5-4

Facilitator: Show slide 5-4, Inspection. Review items that may be inspected and building closings.

Welcome to the



## Preservation of Property

Prohibited:

- Littering
- Spitting
- Creating a hazard
- Throwing articles from a building
- Climbing upon the roof or any part of the building
- Willfully destroying, damaging, or removing any property



Comply with official signs of a prohibitory or directory nature and with directions of Security Force personnel or other authorized individuals.

5-5

Facilitator: Show slide 5-5, General Restrictions. Introduce general restrictions in place to preserve postal property.

Welcome to the



## Disturbances

Prohibited in entrances, foyers, corridors, offices, elevators, stairways, and parking lots:

- Disorderly conduct
- Loud and unusual noise
- Anything that impedes or disturbs the general public

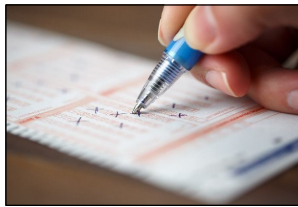


5-6

Facilitator: Show slide 5-6, Disturbances. Review prohibitions on disturbances in entrances, foyers, corridors, offices, elevators, stairways, and parking lots.

## Gambling

- Games for money or personal property
- Operation of gambling devices
- Conduct a lottery or pool, or selling or purchasing lottery tickets



5-7

Facilitator: Show slide 5-7, Gambling. Review prohibitions on gambling.

Welcome to the



## Alcohol, Drugs and Smoking

### Prohibited:


- Anyone under the influence of alcohol or any controlled substance may not enter Postal Service property or operate a motor vehicle on USPS property
- Possession, sale, or use of alcohol or any controlled substance (except when permitted by law or authorized by the Postmaster General) on postal premises



5-8

Facilitator: Show slide 5-8, Alcohol, Drugs and Smoking. Review prohibitions on alcohol, drugs and smoking.

Welcome to the



## Soliciting, Electioneering, Collecting Debts, Vending, and Advertising

Prohibited except as otherwise authorized by Postal regulations:

- Soliciting money
- Campaigning for elections
- Collecting private debts
- Commercial soliciting and vending
- Displaying or distributing commercial advertising
- Soliciting petition signatures
- Polls and surveys
- Impeding entrances and exits

**Exceptions:**

- Commercial or nonprofit activities performed under USPS contract
- Posting notices on employee bulleting boards
- Solicitation of USPS and other federal military of civilian personnel

5-9

Facilitator: Show slide 5-9, Soliciting, Electioneering, Collecting Debts, Vending, and Advertising. Review prohibitions on Soliciting, Electioneering, Collecting Debts, Vending, and Advertising.

Ask participants to answer the following questions. Debrief by providing the correct answer.

1. Jennifer is collecting money from co-workers for the group's football lottery. Participants purchase squares on a sheet that represent scores in a given game. Can she and her co-workers participate in this activity at work?

*No. Participating in games for money or other personal property, the operation of gambling devices, the conduct of a lottery or pool, or the selling*

*or purchasing of lottery tickets is prohibited on postal premises.*

2. John's daughter is selling Girl Scout cookies and he would like to bring the order forms to work to see if any of his co-workers would like to support his daughter's troop. Can he bring the order forms to work?

*No. Solicitation and vending is forbidden on postal property unless authorized and an official postal event.*

3. Ed is a candidate for public office he plans to spend all day Saturday



distributing leaflets and campaign button in the lobby of a very busy post office. Is he allowed to perform these activities on postal premises?

*No. Leafleting, distributing literature, picketing, and demonstrating by members of the public in lobbies and other interior areas open to the public is prohibited.*

Welcome to the



## Firearms and Weapons

Prohibited either concealed or open carry for other than official purposes:

- Firearms
- Dangerous or deadly weapons
- Explosives



Punishable by fine, imprisonment for up to one year, or both




If prohibited weapon is intended for use in a crime, the penalty is an increased fine, imprisonment for up to five years, or both


5-10

Facilitator: Show slide 5-10, Firearms and Weapons. Review prohibitions Firearms and Weapons on postal property.

Welcome to the

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## Ethics Videos: Ethics Introduction



**Delivering Ethics**

[Play](#)

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5-11

Facilitator: Show slide 5-11, Ethics. Introduction. Introduce the ethics videos.

These videos inform employees about Ethics guidelines and principles. Videos are located on USPS-TV/Workforce/Employee Training/Delivering Ethics. Mike Elston is the former Chief Ethics and Compliance Officer.

Welcome to the

 **UNITED STATES  
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## Ethics Video: Gifts



Delivering Ethics:  
Gifts


[Play](#)

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5-12

Facilitator: Show slide 5-12, Ethics Videos: Gifts and introduce the video.

Show video via link on PPT or via USPS-TV: Gifts (Duration: 28:10).

Welcome to the  
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## Ethics Q&A: Gifts

Q1: Letter Carrier Henry received a \$20 gift card for a local hardware store from a business on his delivery route. A note clipped to the card says, "Thanks for the great service! And remember: the earlier we get our mail the better! (hint hint)." Should Henry accept the gift card?

- A. No. A store gift card worth \$20 may not be accepted.
- B. Yes. A store gift card worth \$20 may be accepted.
- C. No. Even though Henry may accept a \$20 store gift card if his acceptance won't appear to violate the ethics rules, the note attached to the card makes it appear that the business is encouraging Henry to give it special treatment – which would violate the ethics rules.

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p 9-14

5-13

Facilitator: Show slides 5-13 through 5-16, Ethics Videos: Gifts.

Ask participants to answer each question and discuss responses.

C. No. Even though Henry *may* accept a \$20 store gift card if his acceptance does not appear to violate the ethics rules, the note attached to the card makes it appear that the business is encouraging Henry to give it special treatment; which violates the ethics rules.

Welcome to the



## Ethics Q&A: Gifts

Q2: A customer comes in to drop off their mail and arrives with a big box of doughnuts he says is "for the office."

How should you respond?

- A. "That's a very nice gesture, but this office does not accept gifts of any kind from our customers."
- B. "Thank you so much – you can just leave it on the counter."
- C. "How thoughtful of you. I'll go put it on the table in the employee break room."
- D. "Wow, jelly doughnuts – my favorite!"

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5-14

A. "That's a very nice gesture, but this office does not accept gifts of any kind from our customers."

## Ethics Q&A: Gifts

Q3: When Clerk Julia returns to the office from an ocean beach vacation, she brings an \$8 box of saltwater taffy for her boss, and one for the office's new part-time clerk. May the boss and the new clerk accept their gifts?

- A. Yes, both may accept the taffy.
- B. The boss may accept, but the new clerk should say, "No, thank you."
- C. The new clerk may accept, but the best response for the boss is, "No, thank you."
- D. Neither the boss nor the clerk should accept.

C. The new clerk may accept, but the best response for the boss is, "No, thank you."



## Ethics Q&A: Gifts

Q4: Supervisor Alice has just announced she has accepted a Postmaster position in an office clear across the country. She is moving at the end of the month. May Henry and Julia take up a collection from other employees to purchase local goodies and crafts to create a gift basket for Alice that will remind her of her current office?

- A. No, there should be no group gift collection because Alice is not retiring.
- B. Yes, they may take up a collection if all contributions are voluntary and of nominal amounts (\$10 or less).
- C. They may take up a collection and, because Alice is leaving the District and Area, employees may donate any amount they wish.
- D. Employees may give individual gifts worth \$10 or less, but there should be no group collection.

B. Yes, they may take up a collection if all contributions are voluntary and of nominal amounts (\$10 or less).

Welcome to the

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## Ethics Videos: Conflicts of Interest and Impartiality



Delivering Ethics:  
Conflicts of Interest and  
Impartiality

 Play


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p 9-14

5-17

Facilitator: Show slide 5-17, Ethics Videos: Conflicts of Interest and Impartiality and introduce the video.

Show video via link on PPT or via USPS-TV: Conflicts of Interest and Impartiality (Duration: 11:13).

Welcome to the



**Ethics Q&A:**

## Conflicts of Interest and Impartiality

Q1: As the postmaster, you have advertised locally for an office custodian. The only two applicants are the landlord of your friend's son's girlfriend, and the husband of a letter carrier in your office. Are you permitted to consider both applicants for the cleaning contract?

A. No, you may not consider Julia's husband because Postal Service policies do not permit contracting with the family member of a postal employee unless Supply Management approves a deviation.

B. No, you cannot consider either one because they both have connections to postal employees or their families.

C. Yes, the office is really big so he may need two cleaners.

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p 9-14

5-18

Facilitator: Show slides 5-18 through 5-21, Ethics Q&A: Conflicts of Interest and Impartiality.

Ask participants to answer each question and discuss responses.

A. No, you may not consider the carrier's husband because Postal Service policies do not permit contracting with the family member of a postal employee unless Supply Management approves a deviation.

## Ethics Q&A:

### Conflicts of Interest and Impartiality

Q2: Bins in the back of the Springfield Post Office are filled with a lot of old office paper and cardboard. You want to engage a company nearby to pick up and recycle the contents of the bins. Your 14-year-old daughter works after school for a local recycling company. Can you arrange for this company to do the Post Office's recycling?

- A. No, because the financial interests of your minor child are considered the same as your own – and your daughter has a financial interest in her after-school employer. Contracting in your postal capacity with this company would be a conflict of interest.
- B. Yes, if you do not supervise the recycling company's performance under the contract.
- C. No, because ShredWorks charges too much.
- D. Yes, if your daughter is not one of the recycling company employees assigned to the Post Office's recycling work.

A. No, because the financial interests of your minor child are considered the same as your own – and your daughter has a financial interest in her after-school employer. Contracting in your postal capacity with this company would be a conflict of interest.

Welcome to the



## Ethics Q&A:

### Conflicts of Interest and Impartiality

Q3: Your sister does the bookkeeping for a small company that sends out packages from the Springfield Post Office. After having ethics training, you are concerned that maybe you should not be the window clerk who handles the company's incoming packages. Due to your sister working there, should someone else serve this business customer?

A. No. It is unlikely that a reasonable person who knows that your sister works for the company will think Charlie is giving the company special treatment at the counter.

B. Yes, but only if you typically let the person who brings the packages to the Post Office cut in line in front of other customers (that is providing special treatment and being "partial").

ERG

p 9-14

Both A and B.

5-20

A. No, because it is unlikely that a reasonable person who knows that your sister works for the company will think you are giving the company special treatment at the counter.

Welcome to the



## Ethics Q&A:

### Conflicts of Interest and Impartiality

Q4: You just started working part-time for your neighbor's barbeque catering business. During the Post Office's planning meeting for the local unveiling of the new "American Barbeque" stamp, you say you know a business (the barbeque caterer) that can do the catering and will probably give the Postal Service a discount. Is this okay?

- A. Yes, it's okay if you make sure the Postal Service gets a discount on food.
- B. No, you have a financial interest in this, so you must not be involved in arranging for it to get Postal Service business.
- C. Yes, because the barbeque catering business is by far the best caterer in the area.

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5-21

B. No, you have a financial interest in this caterer, so you must not be involved in arranging for it to get Postal Service business.

Welcome to the

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## Ethics Videos: Outside Activities



**Delivering Ethics:  
Outside Activities**

[Play](#)


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5-22

Facilitator: Show slide 5-22, Ethics Videos: Outside Activities click the link on PPT or via USPS-TV: Outside Activities (Duration: 12:51) and introduce the video.



Welcome to the



## Ethics Q&A: Outside Interests

Q1: After Julia learns from her ethics advisor that postal regulations prohibit her from accepting part-time seasonal employment with Federal Express (FedEx), she looks at other opportunities. She sees that Amazon is looking for part-time help in its warehouses during the holiday season. She would not be delivering packages for Amazon, as she would have for FedEx, so this job must be okay, if does not interfere with her work hours or her ability to do her postal job, right?

A. Yes, correct. This is a warehouse job, and Amazon is an online retail company, not a delivery company.

B. No. Although Amazon is an online retail company, it is also a delivery company that delivers "mailable matter" (in this case, packages) outside the U.S. mails. Julia would violate the postal regulations on outside employment and business activities if she took an Amazon job.

C. Yes, correct, because everyone knows Amazon does a lot of business with the Postal Service.

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p 9-14

5-23

Facilitator: Show slides 5-23 through 5-26, Ethics Q&A: Outside Interests.

Ask participants to answer each question and discuss responses.

B. No. Although Amazon is an online retail company, it is also a delivery company that delivers mailable matter (in this case, packages) outside the U.S. mails. Julia would violate postal regulations on outside employment and business activities if she took an Amazon job.

## Ethics Q&A: Outside Interests

Q2: Alice, who is retiring soon, receives an unexpected call from the owner of a company that Alice worked with many years ago when she was a supervisor in another Post Office. The owner heard through the grapevine that Alice will be retiring, and he says he has a part-time position open that would be perfect for her after she retires. Does Alice need to wait until after she retires to talk more with the owner about the potential job?

- A. Yes, because she had worked with the owner and his company in an earlier position.
- B. Yes, because this company does business with the Postal Service.
- C. No, because Alice has not worked with this company or its owner in her postal capacity since she started working at the Springfield Post Office several years ago.

C. No, because Alice has not worked with this company or its owner in her postal capacity since she started working at the Springfield Post Office several years ago.

Welcome to the



## Ethics Q&A: Outside Interests

Q3: Bradley, a former employee who retired from the Springfield Post Office last year has just opened an “Addresses R Us” store in town. The store is a Commercial Mail Receiving Agency (CMRA), offering customers the ability to have their mail delivered to, and available for pickup at, the store. Bradley has asked some of his former co-workers, including Julia, if they are interested in working part-time at his store. Julia is interested. Is this a job she can accept?

- A. Yes, because Bradley is a retired postal employee.
- B. No. Postal employees may not work for anyone who operates a CMRA.
- C. Yes, but only if she first quits her postal job or retires.
- D. B and C.

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p 9-14

5-25

D. B and C.

## Ethics Q&A: Outside Interests

Q4: Chris, another current employee of the Springfield Post Office, is planning to retire next year and has already started setting up a graphics business that he expects to expand once he retires. To help get the new business off the ground, Chris brings some flyers to work that feature some of the t-shirt designs he's created. In the break room, he sets out the flyers and order forms for his co-workers, who will get a good price on the t-shirts. Has Chris done anything wrong?

- A. Yes. All postal employees are prohibited from engaging in sales activities, including soliciting for business and receiving orders, for themselves or any other person, while on duty, in uniform, or at any postal facility.
- B. No. It's smart for Chris to start his personal business while he's still a postal employee and has access to lots of potential "customers" (his co-workers).
- C. Yes. Chris shouldn't bring the flyers into the Post Office until after he retires.

A. Yes. All postal employees are prohibited from engaging in sales activities, including soliciting for business and receiving orders, for themselves or any other person, while on duty, in uniform, or at any postal facility.

Welcome to the

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## Ethics Videos: Fundraising and Misuse of Position



Delivering Ethics:  
Fundraising and Misuse of  
Position

[Play](#)


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5-27

Facilitator: Show slide 5-27, Ethics Videos: Fundraising and Misuse of Position. Show video via link on PPT or via USPS-TV: Fundraising and Misuse of Position (Duration: 13:20).

Introduce the Fundraising and Misuse of Position video.

Welcome to the



## Ethics Q&A: Fundraising & Misuse of Position

Q1: Susan, the Postmaster's assistant, now knows that federal ethics regulations and postal policies do not permit the use of postal time or equipment in connection with outside business activities. Now, she has a question about her Realty Office's collection of school supplies (and money to buy them) to benefit a local Kindergarten class. Because it does not involve postal time or activities for Susan to put up a notice on the employee bulletin board about this collection and put a box out for donations, is it okay for her to do?

A. Yes, because Susan is right that putting up the notice and setting out the box don't involve the use of postal time or equipment.

B. No, because this type of collection qualifies as "fundraising," and fundraising is prohibited in the postal workplace and on postal property, except for the Combined Federal Campaign.

**ERG**  
**p 9-14** No, because the Realty Office is in another city, and not a customer of the Springfield Post Office. 5-28

Facilitator: Show slides 5-28 through 5-31, Ethics Q&A: Fundraising and Misuse of Position.

Ask participants to answer each question and discuss responses.

B. No, because this type of collection qualifies as fundraising, and fundraising is prohibited in the postal workplace and on postal property, except for the Combined Federal Campaign.

Welcome to the



## Ethics Q&A:

### Fundraising & Misuse of Position

Q2: Supervisor Alice had to quickly get to another Post Office to pick up supplies for the Springfield PO. Because there was no postal vehicle available for her to use, Alice used her personal vehicle. After she got on the road, Alice realized that her tank was almost on empty. She stopped at the nearest gas station and used a postal fuel card to put in just enough gas to allow her to pick up the supplies and get back to the office. Was it okay for Alice to have used the postal fuel card?

- A. Yes, because she was conducting postal business with her personal vehicle.
- B. Yes, because she was under pressure to do this errand fast in order to get back to the office.
- C. No, because under no circumstances should a postal fuel card (or any other postal credit card) be used to pay for gas for an employee's personal vehicle.

ERG  
p 9-14

5-29

C. No, because under no circumstances should a postal fuel card (or any other postal credit card) be used to pay for gas for an employee's personal vehicle.



Welcome to the



## Ethics Q&A:

### Fundraising & Misuse of Position

Q3: Two letter carriers in the Springfield Office are co-leaders of their children's scout troop. It's almost time for the annual scout candy sale. The carriers put several order forms in the employee locker room and let everyone know that the troop will be selling candy outside the local shopping mall over the weekend. Did these actions create any problems?

- A. No, because the candy is very popular and well-priced, and the fundraising is for a good cause.
- B. No, because they have sold this candy in the workplace for at least the past 5 or 6 years.
- C. Yes, This candy sale is fundraising, so order forms must not be brought to the workplace. The carriers may not publicize this or any other troop fundraising activity in the workplace. If asked by a co-worker when the annual sale is taking place, the carriers may answer, but publicizing the sale, taking orders, and selling the candy in the workplace is prohibited.

ERG  
p 9-14

5-30

C. Yes. This candy sale is fundraising, so order forms must not be brought to the workplace. The carriers may not publicize this or any other troop fundraising activity in the workplace. If asked by a co-worker when the annual sale is taking place, the carriers may answer, but publicizing the sale, taking orders, and selling the candy in the workplace is prohibited.

Welcome to the



## Ethics Q&A:

### Fundraising & Misuse of Position

Q4: Each October, the Springfield PO is decorated in pink for Breast Cancer Awareness (BCA) month to promote the sale of Breast Cancer Research stamps. This coming October, Postmaster John would like to put out pink cookies on a lobby table and ask customers for a 50-cent donation per cookie, then give the proceeds to a local cancer prevention organization. He uses his postal email to send requests to local bakeries asking for donations of cookies. Any issues raised by his plans?

A. No, because postmasters should be looking for creative ways to get customers into the office to purchase stamps.

B. John has misused his position as postmaster (and violated the gifts from outside sources rule) by asking non-postal sources for donations of cookies ("gifts"). And if he charges for the cookies for the benefit of a charitable organization, he will also violate the fundraising rules.

ERG  
p 9-14


5-31

C. Yes. This candy sale is fundraising, so order forms must not be brought to the workplace. The carriers may not publicize this or any other troop fundraising activity in the workplace. If asked by a co-worker when the annual sale is taking place, the carriers may answer, but publicizing the sale, taking orders, and selling the candy in the workplace is prohibited.

Welcome to the

 **UNITED STATES  
POSTAL SERVICE®**

## Ethics Videos: The Hatch Act



Delivering Ethics:  
Hatch Act

[Play](#)


ERG  
p 9-14

5-32

Facilitator: Show slide 5-32, Ethics Videos: The Hatch Act. Show video via link on PPT or via USPS-TV: The Hatch Act (Duration: 11:00).

Introduce the Hatch Act video.

Welcome to the



**Ethics Q&A:  
The Hatch Act**

Q1: When Postmaster John arrives at work, he notices that two of the clerks are wearing “Smith for U.S. Senate” buttons on their uniform shirts. Smith is a Green Party candidate in the Senate race. Does the Hatch Act permit employees to wear the Smith buttons?

- A. Yes, because Smith is not a Democrat or Republican.
- B. No, because wearing a pin (or hat, or t-shirt, etc.) advocating for any candidate in a partisan election is a violation.**
- C. Yes, because the clerks are leaving the office to attend ethics training.

ERG  
p 9-14

5-33

Facilitator: Show slides 5-33 through 5-37, Ethics Q&A: The Hatch Act.

Ask participants to answer each question and discuss responses.

B. No, because wearing a pin (or hat, or t-shirt, etc.) advocating for any candidate in a partisan election is a violation.

Welcome to the



## Ethics Q&A: The Hatch Act

Q2: An employee in John's office is concerned that other employees were discussing the Senate race in the break room this morning. Even though their discussion was friendly, have they violated the Hatch Act?

- A. Yes, because political discussions in the workplace are never permitted.
- B. Yes, because the candidates in the Senate race are all affiliated with political parties.
- C. Probably not, if the employees were only expressing opinions between themselves, and their discussion did not disrupt the workplace.

ERG  
p 9-14

5-34

C. Probably not, if the employees were only expressing opinions between themselves, and their discussion did not disrupt the workplace.

Welcome to the



## Ethics Q&A: The Hatch Act

Q3: A letter carrier asks John if it is okay for her to stop by a "Smith for Senate" rally during her 30-minute lunch break. It is only a block away from her assigned delivery route. How should John respond?

A. "No, it's not okay, because you will be in uniform, and you may not engage in partisan political activity while in uniform."

B. "Yes, if you only take a 15-minute lunch break and stand in the back of the crowd."

ERG

p 9-14

C. "I'm not sure – let's call the Ethics Office to find out."

5-35

A. No, it's not okay, because you are in uniform, and you may not engage in partisan political activity while in uniform.

Welcome to the



## Ethics Q&A: The Hatch Act

Q4: A supervisor in John's office has been asked by the town's mayor to complete the term of a Town Council member who has moved. Another employee in John's office has been asked to run for a Town School Board seat. Can either of the employees say "yes" to these requests?

A. No, because these are political activities and employees cannot participate in them.

B. Yes, both may say yes. The carrier may accept an appointment to fill a vacant seat, even if the last election to fill the seat was partisan – but the Hatch Act will not permit him to be a candidate for the seat in the next partisan election. The other employee may run for School Board because it is a nonpartisan election, in which no candidate is affiliated with a political party.

ERG  
p 9-14

5-36

B. Yes, both may say yes. The carrier may accept an appointment to fill a vacant seat, even if the last election to fill the seat was partisan – but the Hatch Act will not permit him to be a candidate for the seat in the next partisan election. The other employee may run for School Board because it is a nonpartisan election, in which no candidate is affiliated with a political party.



Welcome to the



## Ethics Q&A: The Hatch Act

Q5: Before she was hired by the Postal Service, a new employee in John's office won a partisan election for Town Treasurer, a part-time position. After hearing about the Hatch Act in orientation, she is worried that she must give up her elected position. Is that correct?

- A. No. She may continue to serve as Town Treasurer until the next election but will not be able to run as a candidate for re-election in a partisan race.
- B. Yes, she should resign from her elected position because she won it in a partisan race.
- C. No, but she should resign if her duties as Town Treasurer will interfere with her postal work hours and duties and interfere with her ability to perform her postal job.


ERG  
p 9-14

Both A and C.


5-37

A. No. She may continue to serve as Town Treasurer until the next election but is not be able to run as a candidate for re-election in a partisan race.

Welcome to the

 **UNITED STATES  
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## Employee Collusion – “Ghost Town” Video



♪ Somber music and thunder claps ♪

Play

5-38

Facilitator: Show slide 5-38 Employee Collusion – Ghost Town Video. Show video via link on PPT or via USPS-TV: Ghost Town (Duration: 03:00).

Introduce the Ghost Town video.

Once the video is complete, review/debrief the video. If there are no questions, facilitate a brief discussion.

Welcome to the  
**UNITED STATES  
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## Ethics Videos: Wrap-Up

Ethics Contact Information:

- Ethics Helpline: 202-268-6346
- Email: Ethics Help or [ethics.help@usps.gov](mailto:ethics.help@usps.gov)

ERG  
p 9-14

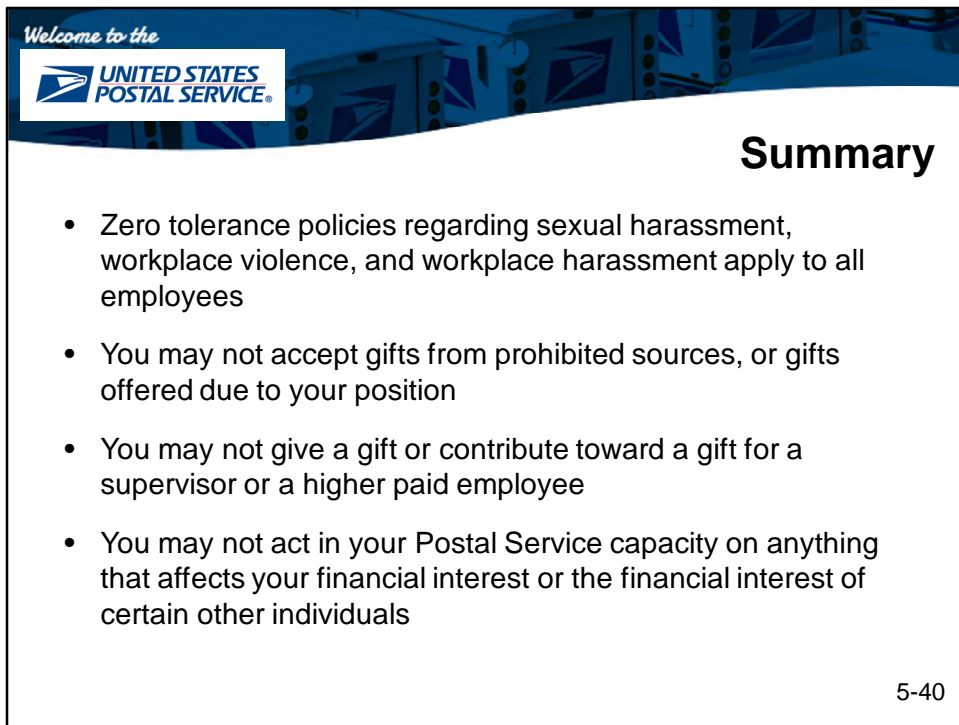
Play

5-39


Facilitator: Show slide 5-39, Ethics Videos: Wrap-Up. Show video via link on PPT or via USPS-TV: Ethics Wrap-Up (Duration: 01:30).

Refer participants to the Ethics job aids in the Employee Reference Guide pages 9 through 14.

Each job aid provides additional details on the information discussed in this module. Allow participants five minutes to look through the job aids.



Welcome to the

 UNITED STATES  
POSTAL SERVICE®

## Summary

- Zero tolerance policies regarding sexual harassment, workplace violence, and workplace harassment apply to all employees
- You may not accept gifts from prohibited sources, or gifts offered due to your position
- You may not give a gift or contribute toward a gift for a supervisor or a higher paid employee
- You may not act in your Postal Service capacity on anything that affects your financial interest or the financial interest of certain other individuals

5-40

Facilitator: Show slide 5-40, Summary. Review and briefly discuss the topics presented within the module.

Welcome to the



**For Further Information**

- Poster 7, *Rules and Regulations Governing Conduct on Postal Property*
- Poster 158, *Possession of Firearms and Other Dangerous Weapons on Postal Property is Prohibited by Law*
- Ethics Helpline: (202) 268-6346
- Ethics Email: "Ethics Help" (internal) or [ethics.help@usps.gov](mailto:ethics.help@usps.gov)

**ERG**  
**p 9-14** Refer to the "Additional Resources" pages in your Employee Reference Guide for more information on the above resources.

5-41

Facilitator: Show slide 5-41, For Further Information. Refer participants to the Additional Resources job aid within the Employee Reference Guide and the listed resources.

Address all questions that participants may have relating to the resources.



Facilitator: Prior to presenting this module, invite an EAP representative to address the class.

Show slide 6-1, Module 6: Employee Resources.

Welcome to the



## Objectives

Upon completion of this module, you will be able to:

- Identify EAP services and ways to access EAP resources.
- Locate and utilize information about HERO.
- Access and log into LiteBlue and PostalEASE.
- Locate online resources.

6-2

Facilitator: Show slide 6-2, Objectives. Review and discuss the objectives and topics covered in this module.






Facilitator: Show slide 6-3, Employee Assistance Program (EAP) and introduce the course.

Show eLearning course Employee Assistance Program (EAP): USPS Employees.

A link to the eLearning is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD.

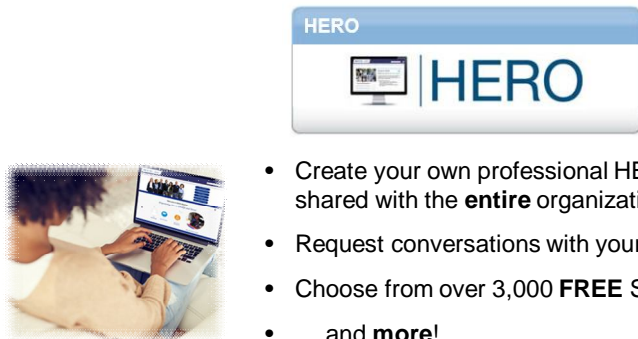
If an EAP speaker addresses the class, you do not need to show the eLearning course.

Once the eLearning is complete, review/debrief the eLearning course. Allow participants to ask questions. If there are no questions, facilitate a brief discussion.

Welcome to the  


## HERO

HERO is the Postal Service's platform for **EVERYTHING** related to your learning and development.



- Create your own professional HEROProfile which is shared with the **entire** organization
- Request conversations with your manager
- Choose from over 3,000 **FREE** Self-Development courses
- ... and **more!**

6-4

Facilitator: Show slide 6-4, HERO. Discuss the HERO platform and the benefits of HERO.

Refer participants to Job Aid 6.1, HERO Reference Materials in the Employee Reference Guide pages 15-18.

Participants are notified of required training by their supervisors along with instructions to complete the training.



Facilitator: Show slide 6-5, LiteBlue and PostalEASE. USPS LiteBlue is the employee portal used to access HERO and various employment and compensation information.

Refer participants to Job Aid 6.2, *Accessing LiteBlue and PostalEASE* in the Employee Reference Guide pages 19-20.

Welcome to the  
**UNITED STATES POSTAL SERVICE®**

## Accessing LiteBlue

**STEP 1:** From the Internet, enter **liteblue.usps.gov** in the URL.

**STEP 2:** From the LiteBlue Welcome page:

- Enter your 8 digit **Employee ID**.
- Enter your **USPS Self-Service Password**.
- Click on the **Logon** button.

You will land on the LiteBlue homepage.

**ERG**  
**p 19**

6-6

Facilitator: Show slide 6-6, Accessing LiteBlue. Using steps below, log into your LiteBlue account and demonstrate how to access and navigate LiteBlue.

Use the PPT slides as backup if you are unable to log into your account.


Encourage participants to watch the demonstration and follow along with the steps outlined in the job aid.

6-7

Use the PPT slides as backup if you are unable to log into your account.

112

Welcome to the



## Accessing PostalEASE

**STEP 3:** From the PostalEASE Welcome page,

- Enter your 8-digit **Employee ID**.
- Enter your **USPS Password**.
- Click on the **Submit** button.

You will land on the PostalEASE Main Menu.

**Login**

Employee Identification Number: **A**

Password: **B**

**C**

Submit

**USPS Restricted Information**

**PostalEASE Employee Web Main Menu**

Note: Do not use the browser's Back or Forward button for navigating within PostalEASE. Use only the buttons included on the PostalEASE Web pages.

Payroll	Benefits
<a href="#">Allotments / Payroll Net To Bank</a>	<a href="#">USPS Non-Career Employee Health Benefits Plan</a>
<a href="#">Federal W-4</a>	<a href="#">Federal Employees Health Benefits</a>
<a href="#">eTravel Net To Bank</a>	<a href="#">Thrift Savings Plan / Traditional and Roth</a>
<a href="#">W-2</a>	<a href="#">TSP Catch-Up Contributions / Traditional and Roth</a>
<a href="#">State Tax</a>	<a href="#">Flexible Spending Accounts</a>
	<a href="#">Annual Leave Exchange</a>
	<a href="#">Annuity Estimate</a>
	<a href="#">eOPF Fulfillment</a>
	<a href="#">Health Savings Accounts</a>

**Log out**

Brought to you in partnership by Human Resources and Information Technology

ERG

p 20

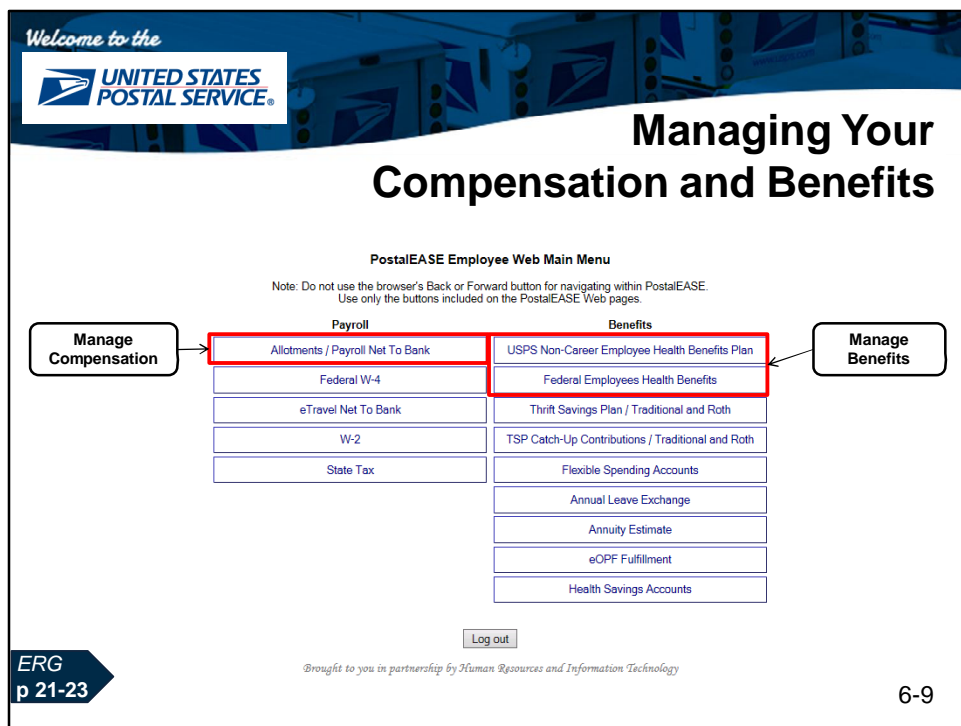
6-8

Facilitator: Show slide 6-8, Accessing PostalEASE. Continue PostalEASE demonstration.

Use the PPT slides as backup if you are unable to log into your account.

Encourage participants to watch the demonstration and follow along with the steps outlined in the job aid.

Remain logged into PostalEASE for the next activity, Managing Your Compensation and Benefits.



Facilitator: Show slide 6-9, Managing Your Compensation and Benefits. Introduce Managing Your Compensation and Benefits.

Compensation is managed in PostalEASE which allows you to make payroll selections.

Highlight the Allotment/Payroll Net to Bank link found on the PostalEASE homepage.

Refer participants to Job Aid 6.3: Managing Your Compensation in the Employee Reference Guide pages 21-23.

Encourage participants to reference the job aid to make payroll selections.

PostalEASE may also be used to manage USPSHB or FEHB health benefits plans. Employees use PostalEASE to enroll in a plan as a new eligible employee (within 60 days of eligibility), make a change to their current enrollment during Health Benefits open season, and/or update dependent information.

Highlight the USPS Non-Career Employee Health Benefits Plan and Federal Employee Health Benefits Plan links found on the PostalEASE main menu.

Refer participants to Job Aid 6.4: Managing Your Health Benefits in the



Employee Reference Guide page 24.

Encourage participants to reference the job aid to make health benefits selections upon eligibility.

Welcome to the  
**UNITED STATES  
POSTAL SERVICE®**

## Reset USPS Self-Service Password

March 13, 2015

**UNITED STATES  
POSTAL SERVICE®**

**SELF-SERVICE PROFILE  
SSP**

Help: FAQs

### USPS Self-Service Profile EIN Verification

Welcome to USPS Self-Service Profile (SSP) Application - Password Reset Process.  
\* Please enter your 8 digit Employee Identification Number (EIN) to get started.

Employee ID

Verify Employee ID

Please ensure your credentials are correct.

**WARNING! FOR OFFICIAL USE ONLY**  
This is a U.S. Government computer system and is intended for official and other authorized use only. Unauthorized access or use of this system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code (Title 18 U.S.C. § 1030). All information on this computer system may be monitored, intercepted, recorded, stored, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. Any authorized or unauthorized use of this computer system, brought to you in partnership by the HRSSG and the Eagan ITSC.  
V2 4.2.2012 Internal Employee 11/11/11

Privacy Policy

**ERG  
p 25**

6-10

Facilitator: Show slide 6-10, Reset USPS Self-Service Password. Review information on resetting your password.

Refer participants to Job Aid 6.5: Reset USPS Self-Service Password in the Employee Reference Guide page 25.

Using the steps below, access [usps.com](https://usps.com) and [about.usps.com](https://about.usps.com).

1. Enter URL: [usps.com](https://usps.com).
2. Scroll to the bottom of the page and click About USPS Home.



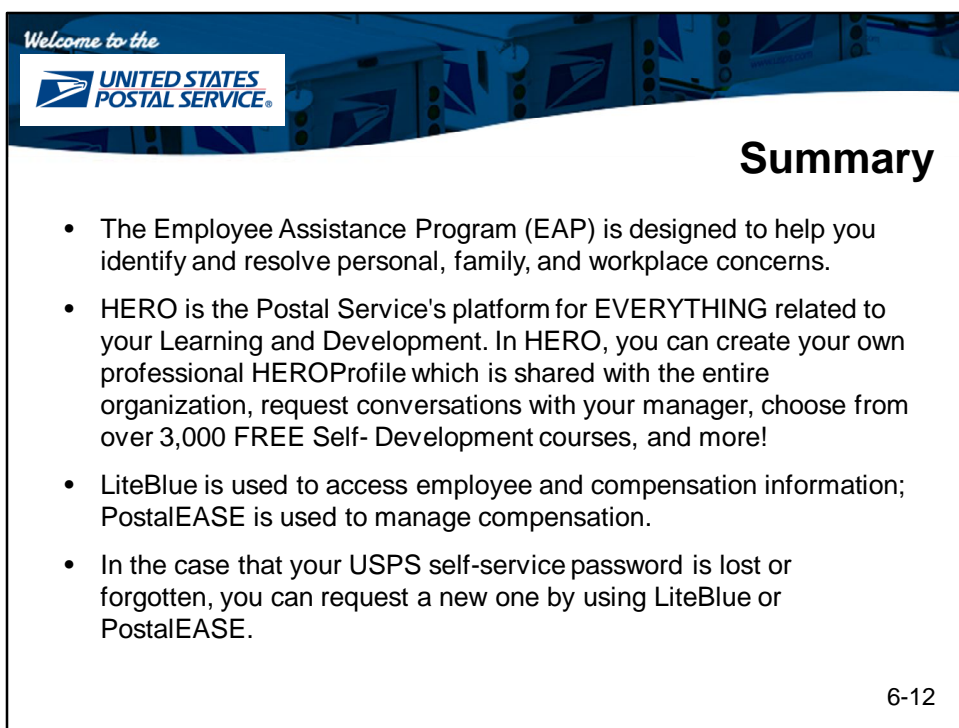
Facilitator: Show slide 6-11, About USPS.com. Review information on About USPS.com. Highlight each section on the About USPS page.

Using the steps below, continue navigating on About USPS to access Pub 32, *Glossary of Postal Terms*.


1. Click Resources
2. Select Publications from the Resources drop-down
3. Select Publications from the Type drop-down
4. Click Pub 32 – Glossary of Postal Terms

Highlight and open the links for Postal Terms and List of Acronyms/Abbreviations. Links to each document are also included in the Additional Resources job aid.

Participants receive a printed copy of the Pub 32, *Glossary of Postal Terms*, upon arrival at the work unit, and they may also request printed versions of function-specific acronyms for customer service or mail processing from the facilitator.



Welcome to the

 UNITED STATES  
POSTAL SERVICE®

## Summary

- The Employee Assistance Program (EAP) is designed to help you identify and resolve personal, family, and workplace concerns.
- HERO is the Postal Service's platform for EVERYTHING related to your Learning and Development. In HERO, you can create your own professional HEROProfile which is shared with the entire organization, request conversations with your manager, choose from over 3,000 FREE Self- Development courses, and more!
- LiteBlue is used to access employee and compensation information; PostalEASE is used to manage compensation.
- In the case that your USPS self-service password is lost or forgotten, you can request a new one by using LiteBlue or PostalEASE.

6-12


Facilitator: Refer employees to Job Aid, Additional Resources in the Employee Reference Guide on pages 67-68.

The job aid includes a full list of resources discussed in each module, as well as additional resources that may be available to participants if needed in the future. Encourage participants to keep this job aid handy for easy reference as they prepare for their careers and familiarize themselves with the Postal Service.

Call attention to the recently discussed Pub 32 links

Facilitator: Show slide 6-12, Summary. Review and briefly discuss the topics presented within the module.

Welcome to the



**For Further Information**

- HERO-Support@usps.gov
- Publication 519 – Employee Assistance Program (EAP) Information and Services
- 1-800-EAP-4-YOU (1-800-327-4968) TTY 1-877-492-7341
- <https://usps.ndbh.com/EAP>
- 1-877-477-3273 (HRSSC)
- [http://about.usps.com/publications/pub32/pub32\\_terms.htm](http://about.usps.com/publications/pub32/pub32_terms.htm)
- [http://about.usps.com/publications/pub32/pub32\\_acn.htm](http://about.usps.com/publications/pub32/pub32_acn.htm)

**ERG**  
**p 67-68** Refer to the “Additional Resources” pages in your Employee Reference Guide for more information on the above resources.

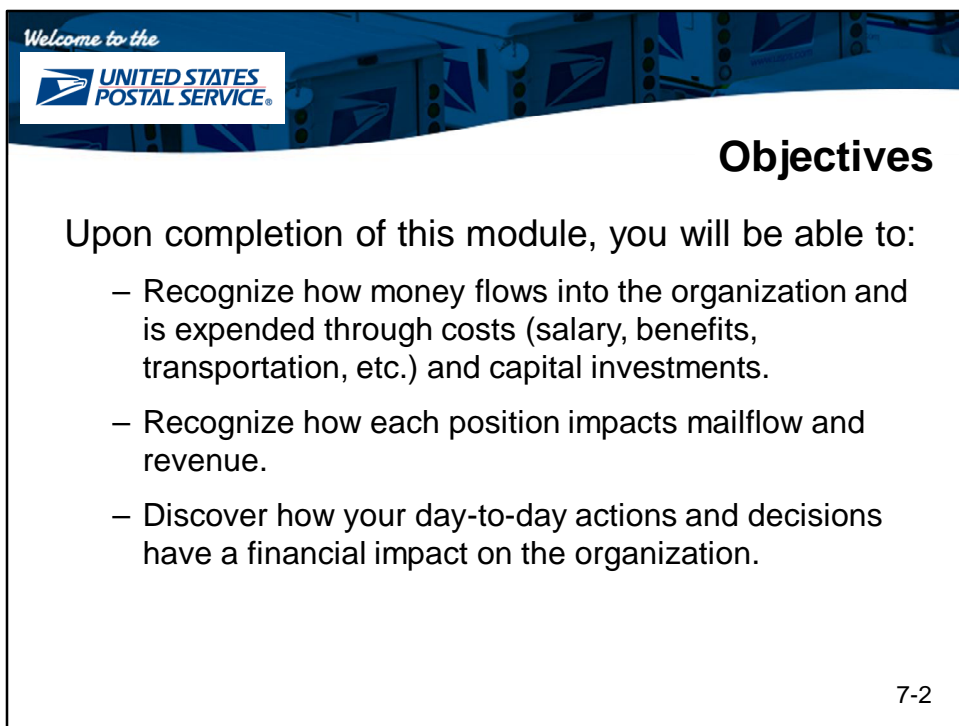
6-13


Facilitator: Show slide 6-13, For Further Information. Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below.

Address all questions that participants may have relating to the resources.



Facilitator: Show slide 7-1, Module 7: The Road to Success.



Welcome to the  


## Objectives

Upon completion of this module, you will be able to:

- Recognize how money flows into the organization and is expended through costs (salary, benefits, transportation, etc.) and capital investments.
- Recognize how each position impacts mailflow and revenue.
- Discover how your day-to-day actions and decisions have a financial impact on the organization.

7-2

Facilitator: Show slide 7-2, Objectives. Review and discuss the objectives and topics covered in this module.

This module must be taught in its entirety. You need five complete sets of the Discovery Map: Road to Success available. This includes one Commitment Card per employee. Employees must be allowed to keep the Commitment Cards.

To order materials, complete an eBuy+. Please wait approximately seven days from the date the order is approved to receive the materials.

The following are NSN numbers for the map materials.

RTS Discovery Map Kit NSN: 7610160008741

RTS Discovery Map NSN: 7610160008742

RTS Commitment Cards NSN: 7610160008749

RTS Worksheet NSN: 7610160008744

RTS Map Cards NSN: 7610160008743

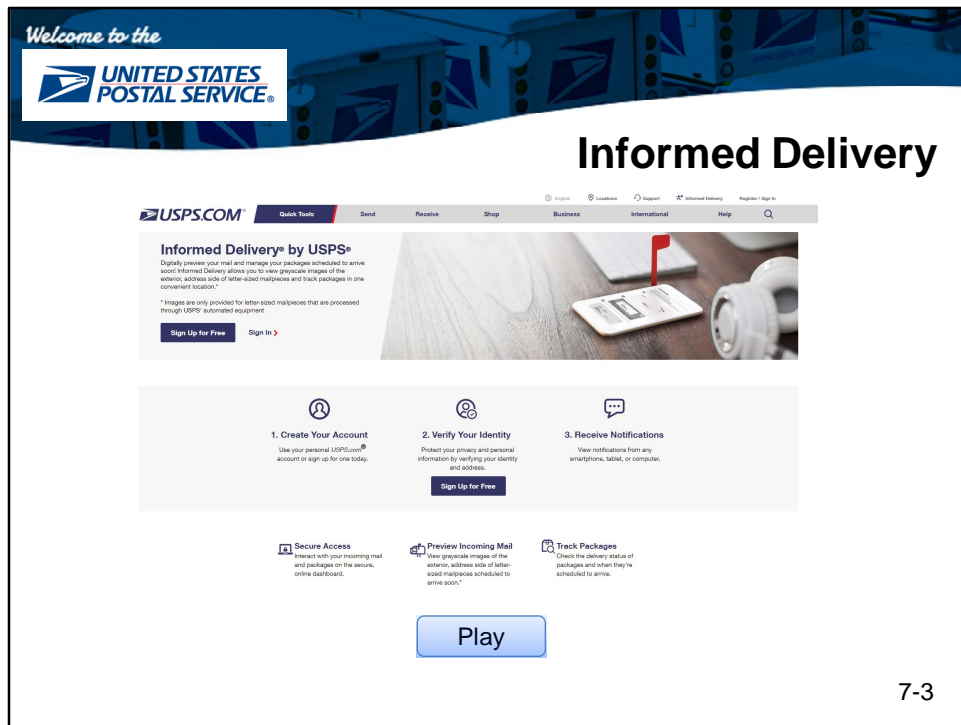
RTS Strategy Cards NSN: 7610160008746

RTS Brand Essence Cards NSN: 7610160008747

RTS Revenue and Volume Handouts NSNS: 7610160008745

RTS How Would You Respond Cards NSN: 7610160008748





Facilitator: Show slide 7-3, Informed Delivery and introduce the course.

Show eLearning course Introduction to Informed Delivery 101. A link to the eLearning is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD or access the course through HERO.

Informed Delivery is a free feature that provides you and consumers the ability to see a digital preview of mail and manage packages from a phone, tablet, computer or mobile application.

Once the eLearning is complete, review/debrief the eLearning course. Allow participants to ask questions. If there are no questions, facilitate a brief discussion.

Welcome to the

 UNITED STATES POSTAL SERVICE®

## Road to Success Discovery Map®


**Activity** Complete the Road to Success Discovery Map® with your assigned group.



7-4

Facilitator: Show slide 7-4, Road to Success Discovery Map®. Introduce the Road to Success Discovery Map® activity.

Refer to the Road to Success Discovery Map Leader Guide to facilitate the activity. You can download a copy on the Training Materials Download site.

The slide features a header with the text "Welcome to the" in a script font, followed by the United States Postal Service logo. The background of the slide is a blue-toned image of a USPS mail truck.

**Summary**

- USPS has more outlets than any other competitor.
- Challenges that affect the Postal Service's ability to provide quality customer service are always taken into consideration prior to making any changes to strategic initiatives and goals.
- 24-hour clock is an end-to-end process to ensure the Postal Service collects, distributes, transports, and delivers the mail every day.
- USPS has expenditures such as fuel, air transportation, vehicle maintenance, accidents, utilities, employees, and on-the-job injuries.
- Incorporating new equipment and vehicles into the Postal Service will allow the Postal Service to keep more revenue.

7-5

Facilitator: Show slide 7-5, Summary. Review and briefly discuss the topics presented within the module.



Facilitator: Show slide 8-1, Module 8: Moving the Mail.

Welcome to the



## Objectives


Upon completion of this module, you will be able to:

- Identify the resources and equipment required to process the mail.
- Recognize the importance of maintaining the schedule.
- Explain the way the mail flows through the system from acceptance to delivery.


8-2

Facilitator: Show slide 8-2, Objectives. Review and discuss the objectives and topics covered in this module.

Welcome to the

 **UNITED STATES  
POSTAL SERVICE®**

## Working as a Team, Moving the Mail



[Play](#)

8-3

Facilitator: Show slide 8-3, Working as a Team, Moving the Mail and introduce the course.

Show eLearning course Working as a Team, Moving the Mail. Click the link on the slide or access the course in HERO.

Employees play a role in moving the mail. Although not covered in the video, point out specific examples of where each craft may play a role in the process.

Welcome to the

 UNITED STATES  
POSTAL SERVICE®

## Systems at Work



[Play](#)

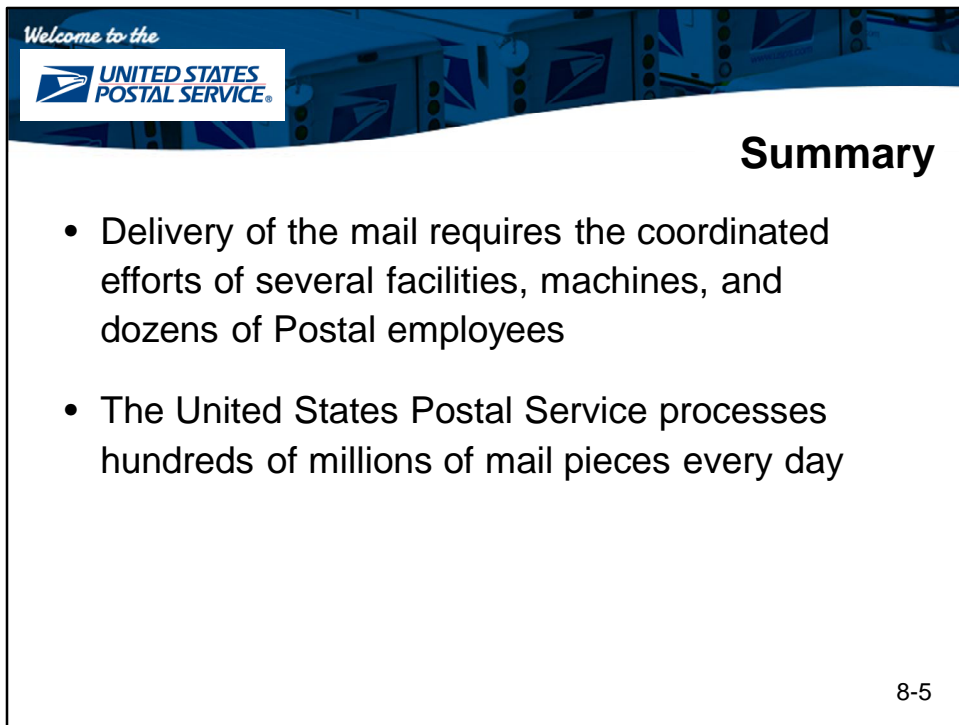
8-4

Facilitator: Show slide 8-4, Systems at Work and introduce the video.


Show Systems at Work video. Click on the slide or play from the Orientation Media DVD or from the Employee Orientation website:  
<https://blue.usps.gov/corpcomm/uspstv/orientation/>.

From the time a letter or package is dropped off, to when it gets delivered, mail goes on an amazing journey. This video shows the systems and operations involved in getting mail from acceptance to destination.





Welcome to the



## Summary

- Delivery of the mail requires the coordinated efforts of several facilities, machines, and dozens of Postal employees
- The United States Postal Service processes hundreds of millions of mail pieces every day

8-5

Facilitator: Show slide 8-5, Summary. Review and briefly discuss the topics presented within the module.



Facilitator: Show slide 9-1, Module 9: Securing Our Resources.

Welcome to the



## Objectives

Upon completion of this module, you will be able to:

- Recognize your role in protecting the security of the mail
- Explain how to identify and properly handle mail
- Describe procedures to respond effectively in emergency situations

9-2

Facilitator: : Show slide 9-2, Objectives. Review and discuss the objectives and topics covered in this module.


Welcome to the

 UNITED STATES  
POSTAL SERVICE®

## Our Commitment to Security

Proper security:

- Provides employees with a safe working environment
- Protects the mail
- Safeguards Postal property and information



9-3

Facilitator: Show slide 9-3, Our Commitment to Security. Discuss Our Commitment to Security.

The remainder of this module focuses on the security of our mail, employees, and information which all relies on the integrity of each Postal Service employee.

Welcome to the

 UNITED STATES  
POSTAL SERVICE®

## Protecting the Security of the Mail

- Wear your ID badge.
- Politely question strangers without ID badges
- Secure doors to prevent unauthorized entry
- Identify and report security deficiencies
- If a vehicle is out of view, secure the vehicle by removing the keys and closing and locking all doors and windows

ERG  
p 26

9-4

Facilitator: Show slide 9-4, Protecting the Security of the Mail. Introduce Protecting Security of the Mail.

Refer participants to Job Aid 9.1, PS Form 8139, *Your Role in Protecting the Security of the United States Mail* in the Employee Reference Guide page 26.

Remind participants that PS Form 8139 was signed during the hiring process to acknowledge and comply with federal laws regarding mail security.

Welcome to the  


## Proper Handling of the Mail

- **Loose in the Mail**
  - Money, loose stamps, coupons
- **Anonymous Mail**
  - Weighs more than 10 ounces
  - Not accepted by a USPS employee
  - Return to Sender Notice
- **Identifiable Mail**
  - Bears electronic postage
  - Not anonymous because it can be traced





9-5

Facilitator: Show slide 9-5, Proper Handling of the Mail. Discuss proper handling of the mail. Describe how properly handle items found loose in the mail, anonymous mail, identifiable mail.

Welcome to the  
 **UNITED STATES  
POSTAL SERVICE®**

## Proper Handling of the Mail

**Activity** Inspect each sample package presented. Identify the type of package and explain how to properly handle the package.



9-6

Facilitator: Show slide 9-6, Proper Handling of the Mail. Introduce the activity. Show sample mailpieces.

ACTIVITY: Using sample mail and packages, ask participants to identify the mail category (anonymous mail, loose items, identifiable mail) and explain how to properly handle the item using the answers below.

Package #1 should include a piece of mail with a postage stamp. A note should be attached indicating that the mail weighs 10.5 ounces.

Mail Type: Anonymous Mail

Proper Handling: Apply a Return to Sender notice and No Fly label.

Package #2 should include the correct electronic postage.

Mail Type: Identifiable Mail

Proper Handling: Enter into mailstream.

Package #3 should include an open envelope with loose money attached.

Mail Type: Loose item in the mail

Proper Handling: Give items to immediate supervisor.

Package #4 should include a piece of mail with a postage stamp. A sign should



be attached indicating the mail weighs 9.9 ounces.

Mail Type: Anonymous Mail

Proper Handling: Write "<10 oz" near the postage and return to normal mailstream.

Welcome to the  
**UNITED STATES POSTAL SERVICE®**

## Aviation Mail Security

**AVSEC Visual Reference**

The AVSEC Visual Reference Guide includes the following components:

- CONTAINER CONTENTS ANONYMOUS MAIL**: Return to Sender's ZIP Code, Proper's Name, Date, and POTENTIAL CERTIFIED BY: Anonymous Mail Placard.
- DD01 – 10 Ounce Rule Label**: ATTENTION Mail Collection Policy.
- DDD 1 Placement – Collection Box**: Image of a collection box.
- Attention Mailing Customer**: Image of a customer label.
- DDD 2 – Attention Mailing Customer Label**: Image of a customer label.
- DDD 1 Placement – Lobby Drop**: Image of a lobby drop.
- Digital Meter IBI**: Images of various postage meters including Haskel, NoPost, PowerPost, Priority Bowles, COMET, Francotyp, and Postalia.
- PC Postage® Internet Postage**: Images of various postage labels including Stamps.com, Endicia.com, and Internet Postage.
- PC Postage Stamp Labels**: Images of various postage labels including RAM60, CARS, and CPU.
- Shipping Labels**: Images of various shipping labels.
- Stamps.com NetStamps**: Images of various postage labels.

ERG  
p 27


9-7

Facilitator: Show slide 9-7, Aviation Mail Security. Discuss Aviation Mail Security.

Refer participants to the AVSEC Visual Reference Guide. Discuss the importance of recognizing the DDD2 and how to use it, different types of electronic postage, the AVSEC clearance stamps, and when to use Label 127.

Refer participants to Job Aid 9.2, AVSEC Visual Reference Guide in the Employee Reference Guide page 27.

Welcome to the

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## Suspicious Mail

- Each year, a small number of mailpieces are identified as containing suspicious items or substances.
- Suspicious mail typically falls into one of the following categories:
  - Mail leaking suspicious powders
  - Mail leaking suspicious liquids
  - Mail containing suspicious items
  - Mail displaying the threat of hazardous content
  - Emergency situations involving smoke, fumes, or vapors that involve mailpieces

ERG  
p 28-31

9-8

Facilitator: Show slide 9-8, Suspicious Mail. Introduce Suspicious Mail.

Refer participants to Job Aid 9.3, Suspicious Mail in the Employee Reference Guide pages 28-31.

Welcome to the



## Narcan®

- The Postal Service has taken steps to protect employees from accidental exposure to opioids in the mail by purchasing Narcan Nasal Spray as an emergency first response measure.
- Narcan is a prescription nasal spray used to treat an opioid emergency, including overdoses and accidental exposures.

9-9

Facilitator: Show slide 9-9, Narcan. Review Narcan® information.

Welcome to the

 **UNITED STATES  
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## International Mailing of Dangerous Goods



Dangerous Goods and Export Compliance For  
Non-Acceptance Personnel

Play

9-10

Facilitator: Show slide 9-10, International Mailing of Dangerous Goods.  
Discuss Dangerous Goods and introduce the eLearning course.

Facilitator: Show eLearning course Dangerous Goods and Export Compliance  
for Non-Acceptance Personnel.  
Click play on the slide or access the course in HERO.

Welcome to the




## Active Shooter

- Active shooters can be customers, strangers, current employees, or former employees.
- Active shooter drills are conducted at your local facility to ensure you know the proper steps to take to protect yourself and those around you.

9-11

Facilitator: Show slide 9-11, Active Shooter. Review active shooter information.

Welcome to the

 **UNITED STATES  
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**Emergency Action  
Plan / National Preparedness**

**1-888-EMERGNC  
(363-7462)**

9-12


Facilitator: Show slide 9-12, Emergency Action Plan / National Preparedness.  
Review Emergency Action Plan / National Preparedness information.



Welcome to the  
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## Information Security

Limited personal use of desktop and laptop computers, e-mail, and the Internet are permitted.



ERG  
p 32

9-13

Facilitator: Show slide 9-13, Information Security. Discuss Information security.

Refer participants to Job Aid 9.4, Handbook AS 805 *Information Security* in the Employee Reference Guide page 32.

Participants should read the publication individually.

Welcome to the



## Cyber Safety

- We face ongoing cyber threats and challenges
- All employees must be educated on cybersecurity and the USPS cyber landscape
- Cyber safety tips can be helpful in both your work and personal lives



9-14

Facilitator: Show slide 9-14, Cyber Safety. Introduce Cyber Safety.

Welcome to the



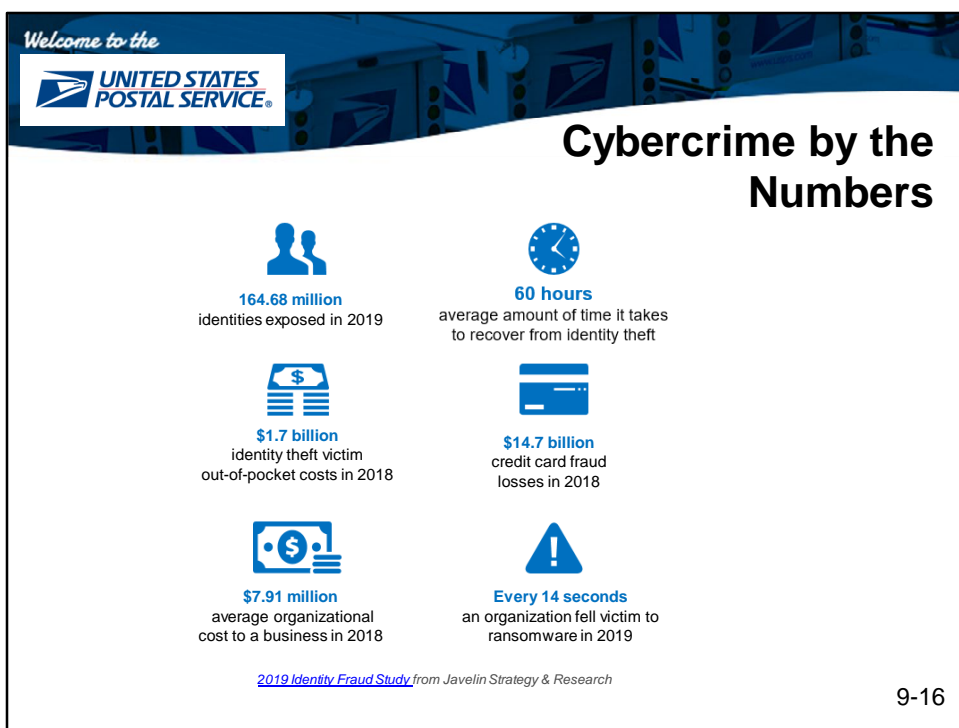
## Cyber Security

Technologies and processes are designed to protect computers, networks, and data from unauthorized access, vulnerabilities, and attacks delivered via the Internet by cyber criminals.



9-15

Facilitator: Show slide 9-15, Cybersecurity and introduce Cybersecurity information.



Facilitator: Show slide 9-16, Cybercrime by the Numbers. Review the cybercrime numbers on the slide.

Welcome to the



## CyberSafe at USPS®

Objectives	Activities
 <p>Design and implement a strong cybersecurity awareness and training program to increase the organization's ability to safeguard USPS information.</p>	 <p>Raise <b>cybersecurity awareness</b> through ongoing communications, web content, and educational talks across the country</p>
 <p>Improve employee, supplier, and customer awareness of cyber threats and educate them on the key role they play in helping to protect USPS</p>	 <p>Provide robust <b>role-based training curriculum</b> on high-priority cyber topics</p>
	 <p>Equip employees to identify and report malicious emails through an <b>anti-phishing program</b></p>
	 <p>Promote <b>behavioral change</b> through leadership engagement and targeted interventions</p>



9-17

Facilitator: Show slide 9-17, CyberSafe at USPS®. Introduce CyberSafe at USPS.

Review the objectives and activities on the slide.

Welcome to the


## Strong Passwords

Strong Passwords are your first line of defense to protect Postal Service systems, networks, and resources against cyber crime.

---

### Password Checklist

**1 Step 1**  
Start by thinking of a phrase you will remember.

Remember, do not include easily identifiable personal data, friends names, or login information.

*Be CyberSafe*

**2 Step 2**  
Change specific letters into special characters or numbers, such as:

- E to 3
- A to \*

*B3\_Cyb3rS\*f3*

**3 Step 3**  
Add a unique identifier to further differentiate your passwords from separate account types.

Work = w0^K  
Mobile = M0p13

Remember to customize your unique identifiers.

*w0^K*

**4 Step 4**  
Ensure your password is AS-805c compliant using three character options below:

- One uppercase (A-Z)
- One lowercase (a-z)
- One numeral (0-9)
- One special character (eg., @, \$, &, or !)

*B3\_Cyb3rS\*f3\_w0^K*

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9-18

Facilitator: Show slide 9-18, Strong Passwords. Discuss information on strong passwords. Review the password checklist on the slide.

Refer participants to Job Aid 9.5, Strong Password Checklist and Best Practices in the Employee Reference Guide page 33.

Welcome to the  
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POSTAL SERVICE®**

## Strong Passwords – Best Practices



### Do Not Share Login Credentials

- Do not share your **password** with anyone, including managers, even if they ask for it
- Do not write your **password** down or display it anywhere



### Do Not Use Personal Passwords For Work

- Do not use the **same password** for multiple applications or accounts
- Add **unique identifiers** to differentiate passwords (e.g., for a work account add "w0^K" to the end)



### Follow the Strong Password Checklist

- Use **phrases** that are easy to remember
- Change specific letters to **special characters or numbers** (e.g., change the letter "E" to "3")


ERG  
p 33

9-19

Facilitator: Show slide 9-19, Strong Passwords – Best Practices. Review password best practices on the slide.



Welcome to the



**Knowledge Check**

Which is the strongest CyberSafe password?

- A. Be\_CyberSafe
- B. BeCyberSafe\_w0^K
- C. B3\_Cyb3rS\*f3\_w0^K
- D. B3\_Cyb3rS\*f3

9-20

Facilitator: Show slide 9-20, Knowledge Check. Ask participants to answer the question. Discuss responses

Click to show the correct answer.

The correct answer is C - B3\_Cyb3rS\*f3\_w0^K.

Welcome to the  
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POSTAL SERVICE®**

## Separate for Security

### Why Is It Important To Keep Devices Separate?

- Plugging personal devices into Postal computer, equipment, or public charging stations puts yourself and the organization at risk. **Such devices include phones, tablets, mini fans, headphones, and other electronics.**
- What is more important is that having packed your phone with malware, the connection now allows hackers to control Postal Service equipment allowing hackers to:
  - Run invisible, behind-the-scenes software that can gather more data and monitor you without you knowing
  - Silently pack your phone with adware, spyware, malware, and viruses
  - Remotely control your device

### What are the Risks?

- Cyber criminals can infiltrate the Postal network and steal sensitive Postal data (networks, logistics, customer PII. Etc.) which can disrupt mail service and jeopardize mission-critical data.
- Improper use of personal devices puts you at risk of becoming the victim of identity theft, as hackers are able to access your personal information, including passwords and login credentials (for email, banking, etc.)

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p 34

9-21

Facilitator: Show slide 9-21, *Separate for Security*. Review *Separate for Security* information.

Refer participants to Job Aid 9.6, *Separate for Security* in the Employee Reference Guide page 34.

Welcome to the  
 UNITED STATES  
POSTAL SERVICE®

## Separate for Security, cont'd.

Reminders to help you separate for security:

-  1 Do not connect personal devices to Postal Service computers, wireless connections, or the Intranet.
-  2 Do not store, process, or transmit Postal information to and from a personal device.
-  3 Always use a wall outlet to charge your phone, never use a computer or public charging station

ERG  
p 34

[Play](#)


9-22

Facilitator: Show slide 9-22, Separate for Security, cont'd.

Click play to show Cybersafe Do Not Plug-In video.

Introduce the video and review information on the slide.

Welcome to the



**Knowledge Check**

Which of the following is OK to connect to USPS computers, equipment and networks?

- A. Headphones
- B. Unencrypted Thumb drives
- C. All of the above
- D. None of the above

9-23


Facilitator: Show slide 9-23, Knowledge Check.

Ask participants to answer the question and discuss responses.

Click to show the correct answer.

Correct answer is D – None of the above.

Welcome to the



# Phishing

1A  
12

Phishing Overview

**What is Phishing?**

**Phishing** is any attempt to acquire sensitive personal or business information for gain or profit. Phishing attempts are not limited to emails – other vehicles criminals may use are **Vishing**, phishing attempts that use voicemail as a platform to interact with potential targets, and **Smishing**, phishing attempts in the form of text messages containing links.

P

Anti-Phishing Program


CISO launched an in-house Anti-Phishing Program to test susceptibility to phishing attempts and boost phishing awareness through targeted training activities. Program objectives include:

- Measure susceptibility to phishing email attempts through monthly phishing simulations
- Track reporting of suspected phishing emails
- Provide targeted phishing training awareness to lower USPS phishing attack risk
- Analyze trends and changes in clicking and reporting behavior over time to determine program effectiveness


9-24

Facilitator: Show slide 9-24, Phishing. Review information on Phishing.

Welcome to the


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## Phishing, cont'd.

**Stay Safe** 


**Take the following precautions to best identify a phishing attack:**

- Slow down
- Don't click
- Be skeptical
- Spell check
- Assess the sender
- Protect your information

**Quick Tips** 

**Avoid the phishing hook with these quick tips:**

- If you believe an email is a phishing attempt, report to CSOC immediately
- Only provide personal information to sources you know
- Do not send personal information via email
- Be suspicious of current events, contests, and free prizes
- Be wary of foreign email addresses

**Spread the word** 

**Help protect USPS information and systems and spread the word to your teams and colleagues with the following materials:**

- Reporting Button
- Phishing One-pager
- Talking Points and FAQs
- [Reporting Video](#)
- External website: [www.uspscybersafe.com](http://www.uspscybersafe.com)
- Internal website: <https://blue.usps.gov/cyber>

9-25

Facilitator: Show slide 9-25, Phishing, cont'd. Review information on Phishing.

Welcome to the

 **UNITED STATES  
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## Report to CyberSafe



Play

9-26


Facilitator: Show slide 9-26, Report to CyberSafe and introduce the video.

Click the link on the slide to show Report to CyberSafe video.

Former CIO, Kristin Seaver, explains how to identify phishing emails and report them using the button.



Welcome to the



**Knowledge Check**

Which of the following is an indicator of phishing?


- A. Misspelling
- B. Unusual sender
- C. Request for information
- D. All of the above

9-27

Facilitator: Show slide 9-27, Knowledge Check. Ask participants to answer the question and discuss responses.

Click to show the correct answer. The correct answer is D – All of the above.

Welcome to the



## Workstation Safety

- 1 ✓ **Lock your computer** when you leave your workstation to prevent unauthorized access to information
- 2 ✓ **Secure hard copies** of sensitive information in locations such as a locked cabinet or drawer, and cross-shred when finished
- 3 ✓ **Use a portable device lock** to restrict unauthorized removal of your USPS laptop
- 4 ✓ **Question unescorted visitors** who should not be in unauthorized areas on Postal Services premises
- 5 ✓ **Erase contents on whiteboards** that contain or reference sensitive information
- 6 ✓ **Utilize a screen protector**, and position your monitor to prevent shoulder surfing, to restrict unauthorized access to sensitive information

9-28

Facilitator: Show slide 9-28, Workstation Safety. Review Workstation Safety.

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## Five Ways to Stay Cybersafe Every Day



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PLAY


9-29

Facilitator: Show slide 9-29, Five Ways to Stay CyberSafe Every Day and introduce the video.

Click to show Five Ways to Stay CyberSafe Everyday video.

The actions we take every day impact the security of our Postal networks, systems, and resources. Exercising cyber safe behavior is critical for protecting against cyber threats faced by our organization.

Welcome to the



**Knowledge Check**

Which are key components of workstation safety?

- A. Keeping hard copies locked in a drawer
- B. Securing equipment with cable locks
- C. Locking your computer
- D. All of the above

9-30

Facilitator: Show slide 9-30, Knowledge Check. Ask participants to answer the question and discuss responses.

Click to show correct answer. The correct answer is D – All of the above.

Welcome to the



## Workplace Violence Awareness

Workplace safety is every employee's right and every employee's responsibility.

Awareness is prevention!



9-31

Facilitator: Show slide 9-31, Workplace Violence Awareness. Introduce workplace violence awareness information.

Welcome to the



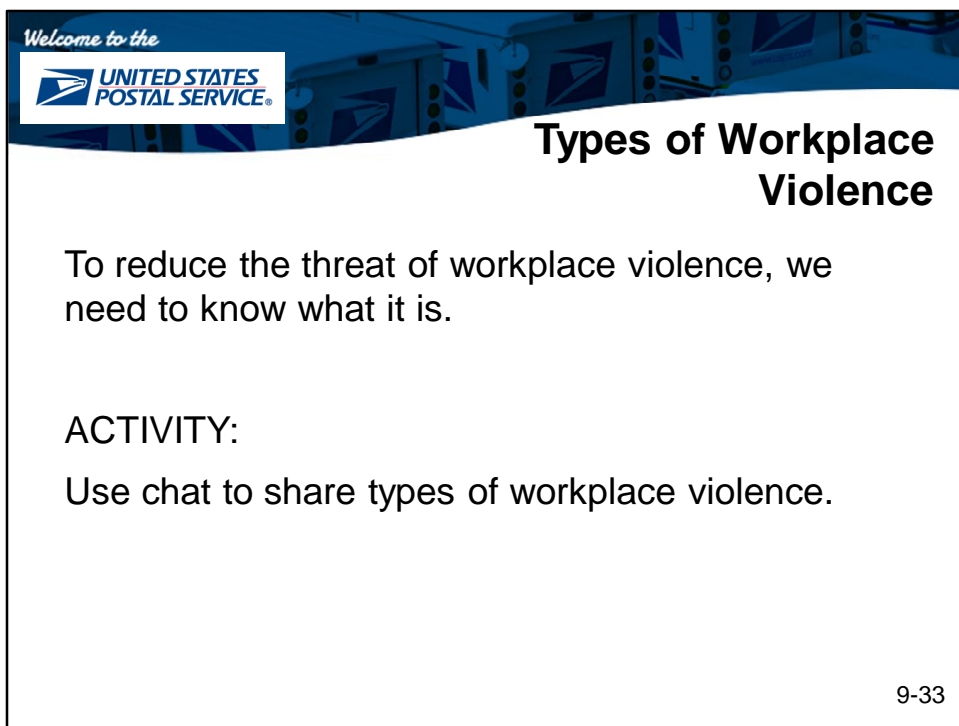
## Workplace Violence

To reduce the threat of workplace violence, we need to know what it is.


- Verbal or physical threat or assault with intention to injure or that results in injury.
- Any intentional action or words meant to provoke.

9-32

Facilitator: Show slide 9-32, Workplace Violence. Define Workplace Violence.



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## Types of Workplace Violence

To reduce the threat of workplace violence, we need to know what it is.

**ACTIVITY:**

Use chat to share types of workplace violence.

9-33

Facilitator: Show slide 9-33, Types of Workplace Violence. Ask participants to provide some examples of workplace violence.

Possible Answers: Robberies, burglaries, physical assaults (punching, hitting, kicking, intentionally bumping into someone); sabotaging equipment, damaging property; throwing equipment and other items; slamming equipment around angrily; verbal threats to harm others; suicidal threats; active shooter issues (using weapons to harm others); stalking behavior; bullying.

Record answers on a rip chart.



Welcome to the



## Zero Tolerance

What violent acts or threats are covered by Zero Tolerance?

- Any act of physical violence
- Actual, implied, or veiled threat, made seriously or in jest
- Any type of inappropriate language and/or communication styles that may lead to a hostile workplace

**Zero**  
*Tolerance of  
Workplace  
Violence*

9-34

Facilitator: Show slide 9-34, Zero Tolerance. Review types of actions that are covered under Zero Tolerance.

Welcome to the



## Reporting Workplace Violence

- Loss of just one life is too great a cost.
- Reporting threats and concerns can prevent acts of violence.
- Addressing inappropriate behaviors can effect change so all employees win.

9-35

Facilitator: Show slide 9-35, Reporting Workplace Violence. Review information on the slide.



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## Report Threats of Violence

- Tell a supervisor or manager
- Contact your Threat Assessment Team (TAT)
- Contact the US Postal Inspection Service  
1-877-876-2455

9-36

Facilitator: Show slide 9-36, Report Threats of Violence. Review how to report threats of violence.

Welcome to the




## Summary

- Mail that is accepted by any employee must be protected and properly handled.
- All employees need to be vigilant, involved, and ready to actively participate in the security of their workplace.
- By adhering to the established security procedures, you are helping to protect your job, the trust of the public, yourself, and your co-workers.
- Workplace safety is everyone's right and responsibility.

9-37

Facilitator: Show slide 9-37, Summary. Review and briefly discuss the topics presented within the module.

Welcome to the



**For Further Information**

- Poster 138, Keep the Mail Safe
- Poster 298, Domestic Hazardous Materials Warning Labels and Markings
- Poster 701L, Check First! Dangerous Goods Warning Labels Prohibited in International Mail
- Poster, 702, Dangerous Goods Warning Labels Prohibited in International Mail
- Publication 52, Hazardous, Restricted, and Perishable Mail
- <https://blue.usps.gov/cyber>
- [www.USPSCyberSafe.com](http://www.USPSCyberSafe.com)
- <https://blue.usps.gov/cyber>
- <https://liteblue.usps.gov/>
- [cybersafecomms@usps.gov](mailto:cybersafecomms@usps.gov)

**ERG**  
**p 67-68**

*Refer to the "Additional Resources" pages in your Employee Reference Guide for more information on the above resources.*

9-38

Facilitator: Show slide 9-38, For Further Information.

Refer participants to the Additional Resources job aid on pages 67 and 68 of the Employee Reference Guide and point out the resources listed below. Address all questions that participants may have relating to the resources.

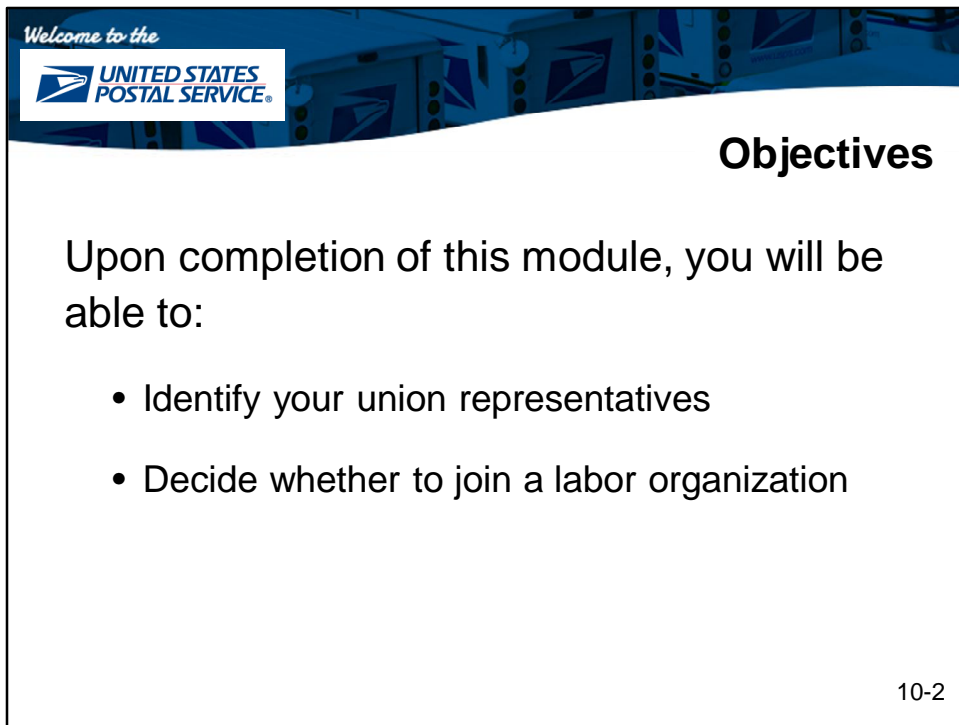


Facilitator: Prior to presenting this module, invite your union representative(s) to address the class.


The information on these pages is to be used when union representation is unavailable. You should not request or require the union representatives to present the materials in this module including the information specific to MHAs and/or PSEs.

Due to the extended time given to union representation in some of the academies, not all unions attend W2USPS. In those instances, the district determines how to use this time.

Facilitator: Show slide 10-1, Module 10: Union Representation.



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## Objectives

Upon completion of this module, you will be able to:

- Identify your union representatives
- Decide whether to join a labor organization


10-2

Facilitator: Show slide 10-2, Objectives. Review and discuss the module objectives and topics covered in this module.

Union representatives from all unions/associations should be invited including those who represent CCAs, RCAs, and SSAs.







Welcome to the



## Union Representation Overview

- The Postal Reorganization Act of 1970 introduced direct collective bargaining between representatives of management and craft employees.
- Unions or labor organizations serve as craft employees' representatives.
- They bargain over wages, hours, and working conditions.



10-3

Facilitator: Show slide 10-3, Union Representation Overview. Introduce the Union Representation module.

Welcome to the



## Summary

- The Postal Service operates under collective bargaining agreements with its unions.
- The National Agreement with each union determines wages and cost of living allowances (COLAs), and covers leave, work hours, holidays, corrective action, uniform allowances, and union-management cooperation.
- Contact your local personnel office or Union representative

10-4

Facilitator: Show slide 10-4, Summary. Review and briefly discuss the topics presented within the module.



Facilitator: Prior to presenting this module, invite a Safety representative to address the class.

Show slide 11-1, Module 11: Safety Depends on Me.

Welcome to the  
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## Why Does My Safety Matter?

- Personal health and well being
- Continue providing for my family
- Continue doing hobbies and/or activities with my family

*Your safety at home and at work matters.*

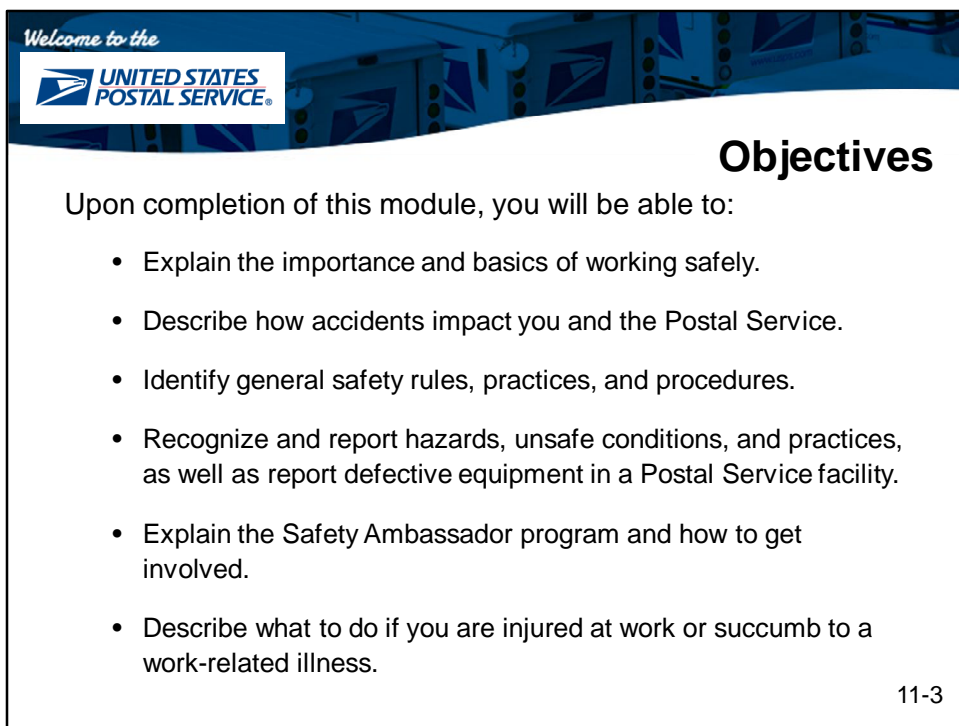



11-2

Facilitator: Show slide 11-2, Why Does Safety Matter? Introduce the safety module.

Why Does Safety Matter to Me? We all know of someone; a friend or family member whose life was impacted due to an accident or injury. It only takes one second, one shortcut to change a life forever.

What if you could take that second back? Or better yet, what if by working safely, you could prevent an accident? Safety rules in the workplace exist to prevent accidents and injuries. They ensure that you go home to those that love and depend on you.



Welcome to the  


## Objectives

Upon completion of this module, you will be able to:


- Explain the importance and basics of working safely.
- Describe how accidents impact you and the Postal Service.
- Identify general safety rules, practices, and procedures.
- Recognize and report hazards, unsafe conditions, and practices, as well as report defective equipment in a Postal Service facility.
- Explain the Safety Ambassador program and how to get involved.
- Describe what to do if you are injured at work or succumb to a work-related illness.

11-3

Facilitator: Show slide 11-3, Objectives. Review and discuss the objectives and topics covered in this module.


There are many things that can affect your safety and health at work. Your employer should provide training on how to perform specific tasks related to your job and the safest way to perform those tasks. Your training will teach you to identify potential hazards you may encounter at work and what actions you should take to prevent an accident or injury. Some hazards are simple to identify and avoid, such as setting the brake on equipment to prevent it from rolling away. Others will require you to notify your supervisor.

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## Postal Service Safety Philosophy

- Any injury can be prevented.
- Management has overall responsibility to make sure their employees and work environments are safe.
- It is possible to safeguard all operating exposures that can result in accidents.
- All employees must be trained in proper work procedures and must be educated to work safely.
- Preventing personal injuries on and off the job is good business practice.



11-4

Facilitator: Show slide 11-4, Postal Service Safety Philosophy. Introduce Our Commitment to Safety.

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## Collective Bargaining Agreements / Union Partnerships


Welcome to the  
United States Postal Service Intranet


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[My Work](#)
[My Life](#)
[Inside USPS](#)
Wednesday, January 28, 2015

[PolicyNet > Handbooks > Handbook EL-902 - Agreement between the USPS and the National Rural Letter Carriers' Association > ARTICLE 14 SAFETY AND HEALTH](#)

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Handbook EL-902 - Agreement between the USPS and the National Rural Letter Carriers' Association - Contents

PREAMBLE  
ARTICLE 1 UNION RECOGNITION  
ARTICLE 2 NON-DISCRIMINATION AND CIVIL RIGHTS  
ARTICLE 3 MANAGEMENT RIGHTS  
ARTICLE 4 TECHNOLOGICAL AND MECHANIZATION CHANGES  
ARTICLE 5 PROHIBITION OF UNILATERAL ACTION

### ARTICLE 14 SAFETY AND HEALTH

#### Section 1. Responsibilities

It is the responsibility of management to provide safe working conditions in all present and future installations and to develop a safe working force. The Union will cooperate with and assist management to live up to this responsibility.

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11-5

Facilitator: Show slide 11-5, Collective Bargaining Agreements/Union Partnerships. Review union partnerships and developing a safe workforce.

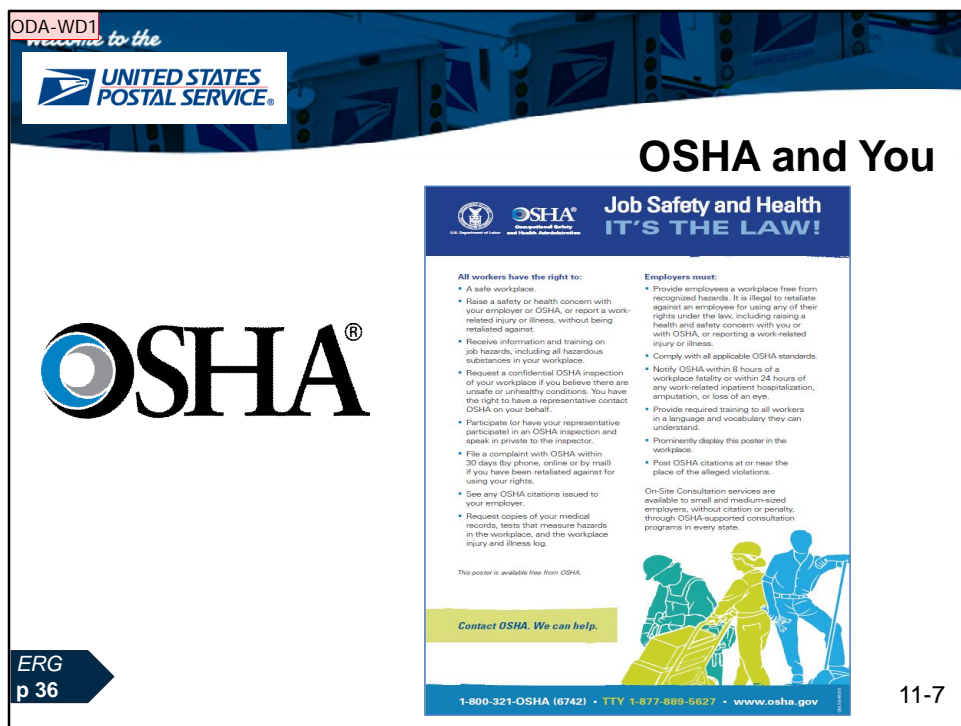




Facilitator: Show slide 11-6, Guiding Principles of Safety and introduce the video.

Click the link on slide 11-6 to play Safety Depends on Me (SDOM) Distracted Driver video.

If you experience issues accessing the link, refer to the Orientation Media DVD.



Facilitator: Show slide 11-7, OSHA and You. Safety in the workplace is important to the employer, as well as the employees who work for them.

OSHA 3165 poster explains that all workers have a right to:

- A safe workplace free of recognized hazards.
- To receive information and training on job hazards.
- To report a safety or health concern and/or report a work-related injury or illness.

The OSHA Act also states:

“Federal employees must comply with agency policies, procedures and directives concerning health and safety; use personal protective equipment and other safety equipment provided by the agency; and observe all safety and health rules, procedures and standards.”

The Postal Service has provided Handbook EL-814: *The Postal Employee's Guide to Safety*, to make employees aware of safe work practices. This handbook covers safety-topics related to your job.

The Occupational Safety and Health Act requires employers to provide a safe and healthful workplace free of recognized hazards and to follow Occupational Safety and Health Administration (OSHA) standards. Some of the employers'

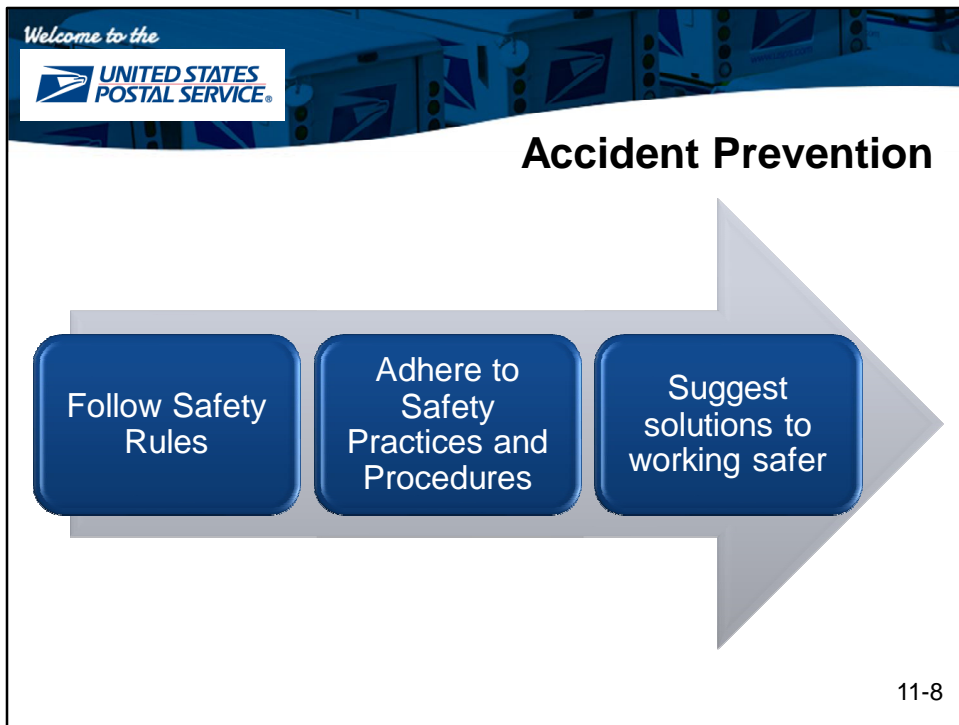
responsibilities include training, providing safety equipment and recordkeeping.

## Slide 177

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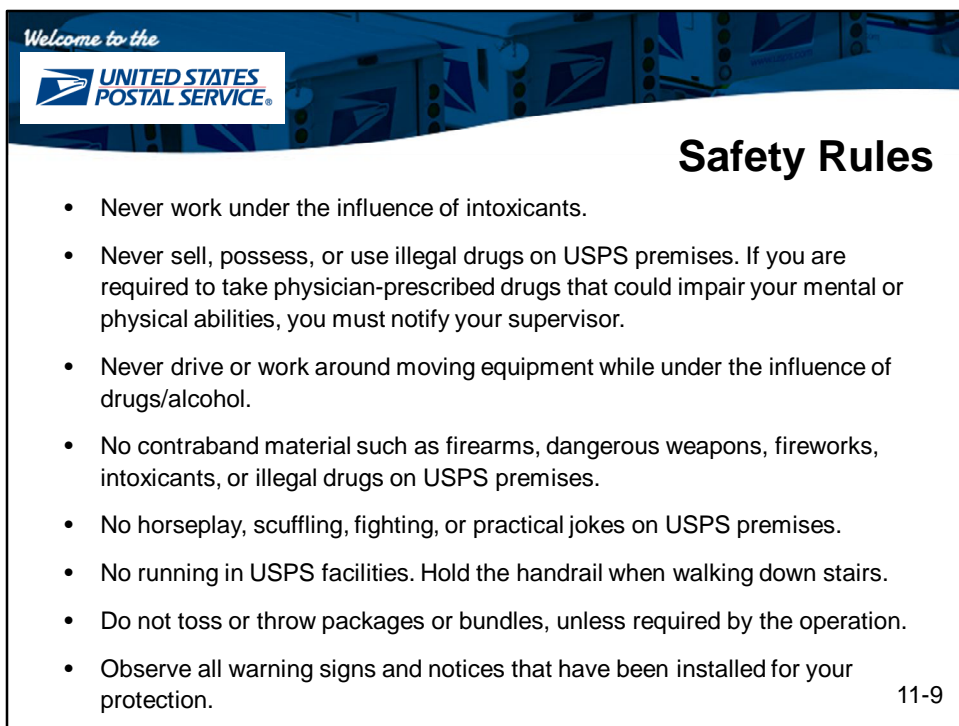
**ODA-WD1** need SME input for slide and FG

Overstreet, Debra A - Washington, DC, 5/14/2020



Facilitator: Show slide 11-8, Accident Prevention. Introduce the Accident Prevention section.

Next, we focus on Postal Service safety rules, and general safety practices and procedures, and safety programs and resources used to prevent accidents and ensure employee safety.



Welcome to the  
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## Safety Rules

- Never work under the influence of intoxicants.
- Never sell, possess, or use illegal drugs on USPS premises. If you are required to take physician-prescribed drugs that could impair your mental or physical abilities, you must notify your supervisor.
- Never drive or work around moving equipment while under the influence of drugs/alcohol.
- No contraband material such as firearms, dangerous weapons, fireworks, intoxicants, or illegal drugs on USPS premises.
- No horseplay, scuffling, fighting, or practical jokes on USPS premises.
- No running in USPS facilities. Hold the handrail when walking down stairs.
- Do not toss or throw packages or bundles, unless required by the operation.
- Observe all warning signs and notices that have been installed for your protection.


11-9

Facilitator: Show slides 11-9 and 11-10, Safety Rules.

Click the link on slide 11-10 to play Safety Depends on Me (SDOM) Preventing Dog bites and attack video. If you experience issues accessing the link, refer to the Orientation Media DVD.

Refer participants to Job Aid 11.1: OSHA 3165: *It's the Law* on page 36 of the ERG. Ask for comments from participants as you cover each point.

Ask why or why not, or for examples of negative consequences of breaking each rule.

Welcome to the  


## Safety Rules

- Comply with all safety and health regulations, procedures, and practices, including the use of approved personal protective equipment (PPE).
- Keep your work area in a safe and healthful condition through proper maintenance of property and equipment.
- Immediately report safety hazards and unsafe working conditions to your supervisor.
- Keep physically and mentally fit to meet the job requirements.
- Drive defensively and professionally; extend courtesy in all situations; and obey all state, local, and Postal Service regulations (including wearing a seatbelt when driving a vehicle owned, leased, or contracted by the Postal Service).
- Observe the control of hazardous energy lockout procedures.
- Other safety rules may apply to your job. Perform your duties in the safest possible manner at all times.
- If you have questions about how to do your job safely, ask your supervisor.

[Play: Preventing Dog Bites and Attacks](#)

11-10

Facilitator: Show slides 11-9 and 11-10, Safety Rules.

Click the link on slide 11-10 to play Safety Depends on Me (SDOM) Preventing Dog bites and attack video. If you experience issues accessing the link, refer to the Orientation Media DVD.

Refer participants to Job Aid 11.1: OSHA 3165: *It's the Law* on page 36 of the ERG. Ask for comments from participants as you cover each point.

Ask why or why not, or for examples of negative consequences of breaking each rule.



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## Safe Footwear

**Postal Shoe Policy**

You are required to wear approved slip resistant shoes at all times!  
Proper slip resistance shoes keep you and other safe.

**APPROVED SHOES**

**NOT APPROVED SHOES**

All employees MUST wear proper footwear while on the workroom floor. Shoes MUST be fully enclosed on all sides and are made of leather (canvas and nylon are NOT allowed). Employees who wish to request an exception to these rules for a medical reason must submit a written request including all medical documentation to the Human Resource Manager for prior approval. RANDOM SURE INSPECTIONS may be conducted at any time. Proper fit, good condition of leather and shoe strings and sufficient soles must be intact. Employees wearing shoes that are not authorized or shoes that are inadequate will be subject to administrative action.

**APPROVED**

- Heels less than 1 1/2 inches
- Sole height to 1/2 inch or less
- Must be leather
- Must be fully enclosed

**PROHIBITED**

- Spiked heels
- Canvas, cloth, mesh or nylon
- Tennis, athletic, jogging or sneakers that are not made of leather
- Open toe, open heel, sandals, house slippers
- Z-Cool, flip-flops or platform shoes

ERG  
p 37

11-11

Facilitator: Show slide 11-11, Safe Footwear.

Click the link on slide 11-11 to play Safety Depends on Me (SDOM) Slips, Trips, and Falls video. If you experience issues accessing the link, refer to the Orientation Media DVD.

What you wear is also important to your personal safety. Shoes are the foundation, the base, on which we perform our duties.


Review Job Aid 11.2: Postal Shoe Policy on page 37 in the ERG. Management personnel may provide further information on local safety rules upon arrival at the work unit.

On the workroom floor, do not wear the following types of shoes:

- Heels more than 1-1/2 inches and soles more than 1/2 inch in height
- Spiked heels, regardless of height
- Open shoes (including open sides, toes, or heels) such as thongs, sandals, mules, house slippers, clogs, wedges, flip flops, etc.
- Heels with steel taps
- Shoes with cloth, nylon, or mesh-woven tops, such as tennis shoes, athletic or jogging shoes (except those with leather or leather-like uppers), moccasins, etc.

- Shoes no longer adequate because of disrepair

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## General Workplace Safety

### Working Safely

- Avoid unsafe short cuts
- Pay attention to task at hand
- Ask for proper instruction or assistance

### Personal Safety

- Accident and Incident Reporting
- Emergency Action Plan

[Play: Egress: Safe Evacuation](#)

11-12

Facilitator: Show slide 11-12, General Workplace Safety and review safety information.

Click the link on slide 11-12 to play Egress: Safe Evacuation safety video.

Proper safety practices and procedures provide our employees with a safe working environment.

Relate a few possible types of emergencies that can occur in your region or facility.

Participants learn more about their facility's Emergency Action Plan upon arrival at their work units.

Welcome to the



## Recognizing and Reporting Hazards and Accidents

Every job has health and safety hazards, and they can be controlled.

- Be aware of these hazards and follow safety rules that protect you and coworkers.
- It is the legal responsibility of the employer to identify workplace hazards and to train you about them and how you are protected from them.



11-13

Facilitator: Show slide 11-13, Recognizing and Reporting Hazards and Accidents. Introduce the topic.

Welcome to the



## Unsafe Acts and Conditions

- An unsafe act unnecessarily increases the likelihood of an injury.
- An unsafe condition may lead to an incident or injury if it is not corrected.
- Avoiding unsafe acts removes the root cause of many accidents.
- Identifying the root cause can implement corrective actions to prevent similar accidents from occurring in the future.



11-14

Facilitator: Show slide 11-14, Unsafe Acts and Conditions. Discuss Unsafe Acts and Conditions.

Activity

## Unsafe Acts and Conditions

<ul style="list-style-type: none"> <li>• <b>Unsafe acts:</b> <ul style="list-style-type: none"> <li>• Using defective equipment</li> <li>• Using equipment improperly</li> <li>• Failure to use personal protective equipment</li> <li>• Improper lifting</li> <li>• Improper loading or placement</li> <li>• Operating at improper speed</li> <li>• Operating without authority</li> <li>• Failure to warn or secure</li> <li>• Making safety devices inoperable</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Unsafe conditions:</b> <ul style="list-style-type: none"> <li>• Failure to warn or secure</li> <li>• Missing guards or protection</li> <li>• Defective tools and equipment</li> <li>• Defective tools and equipment</li> <li>• Improper lifting</li> <li>• Congested work areas</li> <li>• Operating at improper speed</li> <li>• Poor housekeeping</li> <li>• Excessive overtime</li> <li>• Excessive noise</li> <li>• Poor housekeeping</li> <li>• Inadequate illumination or ventilation</li> <li>• Congested work areas</li> <li>• Fire and explosion hazards</li> <li>• Making safety devices inoperable</li> <li>• Excessive overtime</li> <li>• Using defective equipment</li> </ul> </li> </ul>
--	---

ERG  
p 38

11-15

Facilitator: Show slide 11-15, Unsafe Acts and Conditions Activity and introduce the activity.

ACTIVITY: Ask participants to determine if each item listed on page 38 of the ERG is an unsafe condition or unsafe act.

Participants should place a checkmark next to each unsafe act listed.

After 5 minutes, ask participants to respond with their answers. Ask those who disagree with the response to explain and discuss their response. Once all responses are discussed, click to reveal answers.

Unsafe acts:

- Using defective equipment
- Using equipment improperly
- Failure to use personal protective equipment
- Improper lifting
- Improper loading or placement
- Operating at improper speed
- Operating without authority
- Failure to warn or secure
- Making safety devices inoperable

Unsafe conditions:

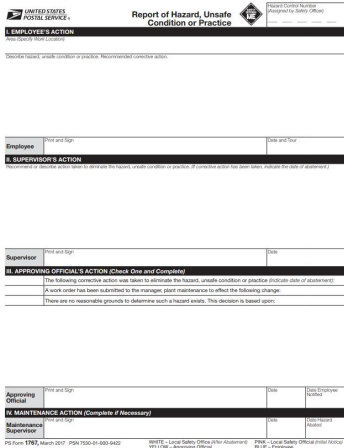
- Missing guards or protection
- Defective tools and equipment
- Congested work areas
- Poor housekeeping
- Excessive noise
- Inadequate illumination or ventilation
- Fire and explosion hazards
- Excessive overtime



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## PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice*

1. Report unsafe conditions or unsafe acts to your supervisor immediately.
2. Complete PS Form 1767 to document the details.



**ERG**  
p 39


11-16

Facilitator: Show slide 11-16, PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice*.

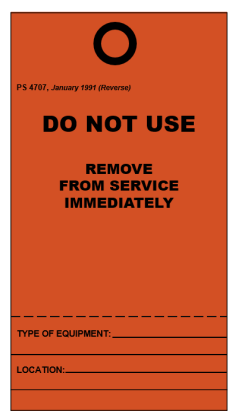
Refer employees to Job Aid 11.3, PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice* in the Employee Reference Guide page 39.

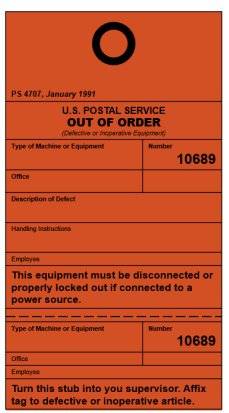
Instructions for completing PS Form 1767 are on the back of the form. Review each section of the form. Ask and answer questions to ensure that everyone understands the form and how to use it.

Welcome to the



## PS Form 4707, *Out of Order*






1. Complete PS Form 4707 to report defective or inoperative equipment
2. Remove equipment from service
3. Detach the stub and give to your supervisor immediately
4. Do not remove tags until repairs are completed

**ERG**  
p 40

11-17


Facilitator: Show slide 11-17, PS Form 4707, *Out of Order*. Review PS Form 4707. Refer employees to Job Aid 11.4, PS Form 4707, *Out of Order* in the Employee Reference Guide page 40.

Welcome to the  


**PS Form 4707,  
Out of Order**

**Activity**

Document and report the piece of defective equipment using PS Form 4707. Identify the three actions you need to take after the form is completed.



Utility Cart

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p 41

11-18

Facilitator: Show slide 11-18, PS Form 4707, *Out of Order*.

Refer participants to Activity: The Broken Utility Cart – PS Form 4707 in the Employee Reference Guide page 41.

Display defective equipment and, if possible, the same piece of equipment that is operational. Use defective equipment at your site. Bring it into the room and have participants identify the problem or defect.

If there are space constraints, divide the class into groups to view the equipment. If possible, show participants what an operational piece of the same equipment should look like.

Allow 5 minutes to complete both parts of the activity individually or as a group. Participants use the blank form provided on the activity sheet to complete Part A.

If there is no local facilitator, show defective equipment on camera and, if possible, the same piece of equipment that is operational.

Distribute photos of defective equipment to each table/group. Obtain enough PS Form 4707 tags for each participant to complete one.

Allow a volunteer to share the details entered on PS Form 4707 for Part A of the activity. Allow volunteers with different responses to share the details of their form with the class as well.

Allow volunteers to share their answers for Part B of the activity. Correct responses as needed using the answers below.

The three actions to be taken after the form is completed are:

- Tie the top of the form to the equipment
- Remove the equipment from use
- Give the bottom stub of the form to your supervisor

Management personnel may provide further information on safety practices and procedures, as well as instructions on where to locate PS Forms 1767 and 4707 upon arrival at the work unit.

Welcome to the



## Safety Ambassador

Safety Ambassador should demonstrate:

- Leadership qualities embracing safety values.
- Promotion of a positive safety environment.
- Excellent communication of the safety message.
- Ability to build partnerships with different functions and others in the facility to promote safety efforts.



11-19

Facilitator: Show slide 11-19, Safety Ambassador Program. Introduce the safety ambassador program.


Welcome to the



## **“Safety Depends on Me” Program**



Safety Talks



Safety Videos



Safety Info Packs

[Play: Frostbite](#)


11-20

Facilitator: Show slide 11-20, Safety Depends on Me Program. Introduce the Safety Depends on Me program.

Play Frostbite video. If you experience issues accessing the link, refer to the Orientation Media DVD.


Review/debrief each video once complete. Allow participants to share what they learned and ask questions.

Welcome to the

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## Heat Illness Prevention Program

- Heat stress is a year-round concern.
- Postal Service workers should be aware of the signs and precautions against heat stress.
- Ways to guard against heat stress include preventive measures, protective measures, and proper attire measures.



*Play Heat Stress Recognition and Prevention eLearning course.*

[Play: Heat Stress](#)

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p 42

11-21

Facilitator: Show slide 11-21, Heat Illness Prevention Program.

Click the link on the slide to show the Heat Stress safety video. Refer to the Orientation Media DVD if you have any issues playing the video.

Show eLearning course Heat Stress Recognition and Prevention on the Orientation Media DVD. Course can also be accessed from HERO.

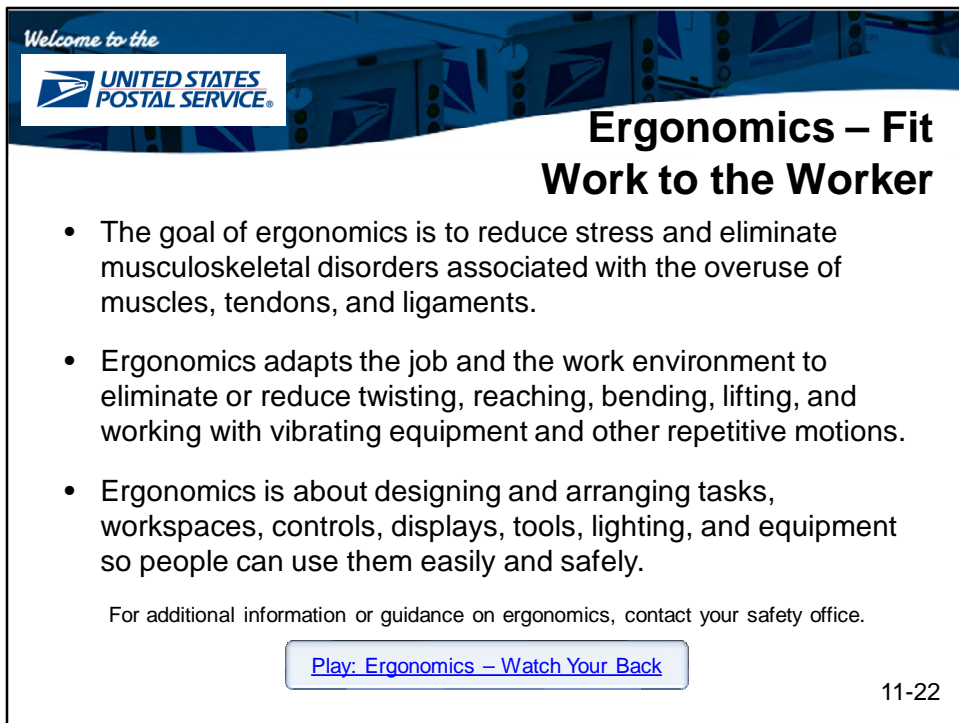
During the eLearning, complete each activity by selecting volunteers to answer the questions.


Once the eLearning is complete, review/debrief the eLearning course.

Allow participants to ask questions. If there are no questions, facilitate a brief discussion.

Refer participants to Job Aid 11.5, Heat Illness Prevention Program in the Employee Reference Guide page 42.





Welcome to the  


## Ergonomics – Fit Work to the Worker

- The goal of ergonomics is to reduce stress and eliminate musculoskeletal disorders associated with the overuse of muscles, tendons, and ligaments.
- Ergonomics adapts the job and the work environment to eliminate or reduce twisting, reaching, bending, lifting, and working with vibrating equipment and other repetitive motions.
- Ergonomics is about designing and arranging tasks, workspaces, controls, displays, tools, lighting, and equipment so people can use them easily and safely.

For additional information or guidance on ergonomics, contact your safety office.

[Play: Ergonomics – Watch Your Back](#)

11-22

Facilitator: Show slide 11-22, Ergonomics - Fit Work to the Worker.

Click the link on the slide to play Ergonomics – Watch Your Back safety video. If video does not play, click Video won't play? and open from the download bar at the bottom of the screen. The video opens in a new Windows Media player window. Monitor chat and share responses.

Review information on ergonomics. The goal of ergonomics is to reduce stress and eliminate musculoskeletal disorders associated with the overuse of muscles, tendons and ligaments.

Provide a few minutes for participants to review the full list of documents and ask questions through the chat.

## Fit Work to the Worker

Before



After



11-23

Facilitator: Show slide 11-23, Fit Work to the Worker. Highlight how the use of a tote stand can reduce stress on your back.



## Fit Work to the Worker

Before



After



11-24

Facilitator: Show slide 11-24, Fit Work to the Worker. Highlight how the use of a hamper tilter can reduce stress on your back.




Facilitator: Show slide 11-25, Fit Work to the Worker. Highlight how the use of a dolly can reduce stress on your back.


Review information on work-related injuries.

Refer participants to Job Aid 11.6, Form CA-10, *What a Federal Employee Should Do When Injured at Work* in the Employee Reference Guide page 43.

Welcome to the



## Safety Orientation Training Worksheet



Safety Orientation Awareness Training Worksheet

Area	FC	Facility	Fiscal Year
Employee Name _____ Supervisor Name _____			
Contents	Yes	No	NA
Emergency Evacuation Plan (Earthquake, Tornado, Hurricane, Suspicious Packages in the Mail, Shelter in Place, Bomb Threat)			
Fire Prevention Plan			
JSA Review for Jobs Employees will perform			
Accident Reporting Requirement			
Employee Rights and Responsibilities			
Using PS Form 1767			
Using PS Form 4727 (Red Tag)			
The Accident Reduction Plan			
Backing Policy			
Policy of Dismounting Vehicles			
Hazard Communication Awareness			
Hazardous Materials Spill and Leak Awareness			
Lockout Awareness			
Confined Space Awareness			
Asbestos Awareness			
Lead Containing Material Awareness			

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11-26

Facilitator: Show slide 11-26, Safety Orientation Training Worksheet.

Local and site-specific safety training should be conducted at their work units as mentioned throughout the module.

Refer participants to Job Aid 11.7, *Safety Awareness Training Checklist*, in the Employee Reference Guide page 44.

Review each topic currently listed on the Safety Awareness Training Checklist.




Facilitator: Show slide 11-27, Safety and You!

Click the link on the slide to play the audio file, I pledge Safety. You may have to open the downloaded file for it to play.

Review the I pledge safety audio file.

Ask participants to share any questions they have about keeping safe in the Postal Service in the chat. Challenge them to get all their safety questions answered in orientation, training, and upon arrival at the work unit.

Welcome to the



## Summary

- The Postal Service is committed to providing its employees and customers a safe and healthy environment.
- The Postal Service has established several safety-related programs focused on improving workplace safety to comply with OSHA rules.
- Observing safe working practices and Postal Service safety rules is a primary responsibility of all Postal Service employees.
- The USPS Safety Program is focused on preventing accidents, eliminating hazards, and taking steps to ensure that we have safe work practices as our business changes and grows.
- Always perform your duties safely.
- If you have questions regarding how to perform your job safely or safety in the workplace, you have resources in your office to help you. Speak with your Postmaster, Supervisor, Manager or Safety Ambassador.

11-28

Facilitator: Show slide 11-28, Summary. Review and briefly discuss the topics presented within the module.





Facilitator: Prior to presenting this module, invite an EEO representative to address the class.

Show slide 12-1, Module 12: Equal Employment Opportunity (EEO).

Welcome to the




## Objectives

Upon completion of this module, you will be able to:

- Identify the EEO laws and know how the complaint process works for the United States Postal Service.
- Recall REDRESS for conflict resolution.
- Recognize workplace harassment and employee rights.
- Identify No FEAR Act and its purpose.

12-2

Facilitator: Show slide 12-2, Objectives. Review and discuss the objectives and topics covered in this module.

Welcome to the  
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## What You Need to Know About EEO Laws

It is illegal to discriminate against employees or applicants for employment based on:

- Race
- Color
- Religion
- Genetic information
- National origin
- Sex (includes pregnancy, sexual orientation, and gender identity including transgender status)
- Age (40+)
- Physical or mental disability
- Retaliation for involvement in protected EEO activity

12-3

Facilitator: Show slide 12-3, EEO Laws. Review Equal Employment Opportunity Laws.

Welcome to the  


## Options

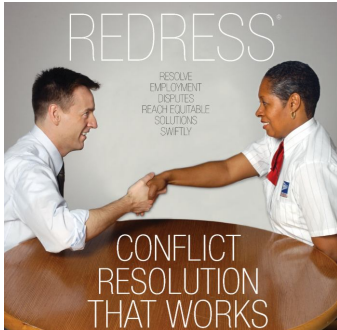
**Informal EEO Process**

- Traditional Counseling
- Joint Meeting, or
- REDRESS® Mediation

**Formal EEO Process**

- Request an EEOC Hearing; or
- Request a Final Agency Decision

**Appeal the Decision or File a Civil Action**




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p 45

12-4

Facilitator: Show slide 12-4, Options. Review the EEO pre-complaint process REDRESS, and the formal complaint process.

Refer participants to Job Aid 12.1, Poster 72, *Equal Employment Opportunity is the Law* in the Employee Reference Guide page 45.

Welcome to the




## Age Discrimination in Employment Act Cases

- File a Formal EEO Complaint**
  - Complete EEO administrative process.
- File a Civil Action**
  - Give EEOC written notice of your intent to sue under ADEA within 180 calendar days.
  - Wait at least 30 days to file a civil action.


12-5

Facilitator: Show slide 12-5, Age Discrimination in Employment Act Cases. Review Age Discrimination in Employment Act cases information.

Welcome to the

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## Equal Pay Act Cases



12-6

Facilitator: Show slide 12-6, Equal Pay Act Cases. Review Equal Pay Act cases information.

Welcome to the



## Mixed EEO and Merit Systems Protection Board Cases

**Appeal to  
Merit Systems  
Protection  
Board (MSPB)**

- Must be filed within 30 calendar days from date of action.

**Appeal  
through EEO  
complaint  
process**

- Must participate in precomplaint process.
- Follow formal EEO complaint filing process if not resolved in precomplaint process.

12-7

Facilitator: Show slide 12-7, Mixed EEO and Merit Systems Protection Board Cases. Review Mixed EEO and Merit Systems Protection Board cases information.



Welcome to the



## Withdrawals and Settlements

Withdraw Complaint	Settle Complaint
<ul style="list-style-type: none"><li>• Put withdrawal in writing and sign.</li><li>• For withdrawal during pre-complaint process, mail, fax, or scan to EEO ADR Specialist.</li><li>• For withdrawal during formal complaint process, mail to NEEIOSO.</li></ul>	<ul style="list-style-type: none"><li>• Seek advice of an attorney or qualified representative before agreeing to settle.</li><li>• Settlement stipulations must be written, signed, and agreed on by you and management designee.</li></ul>

12-8


Facilitator: Show slide 12-8, Withdrawals and Settlements. Review Withdrawals and Settlements information.



Facilitator: Show slide 12-9, Understanding, Preventing and Reporting Harassment.

Review information on understanding, preventing, and reporting harassment.

Refer participants to Job Aid 12.2, Poster 159, *Workplace Harassment, Know Your Rights! Take Responsibility!* in the Employee Reference Guide page 46.

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## What is Harassment?

- Making offensive or derogatory comments, nicknames, or slurs.
- Making repeated comments about a person's appearance.
- Engaging in negative stereotyping.
- Brushing up against someone.
- Circulating written or graphic material that belittles or shows hostility or aversion toward an individual or group.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Displaying sexually explicit pictures or emails.

12-10

Facilitator: Show slide 12-10, Harassment. Review information on defining harassment.


## Types of Harassment

Harassment Type	Examples
<b>Tangible Employment Actions</b>	<ul style="list-style-type: none"> <li>• A supervisor fires or demotes a subordinate because he or she rejects the supervisor's sexual demands.</li> <li>• A supervisor promotes a subordinate because he or she submits to the supervisor's sexual demands.</li> </ul>
<b>Hostile Environment Harassment: Crossing the Line</b>	<ul style="list-style-type: none"> <li>• Using racially derogatory words, phrases, or nicknames.</li> <li>• Telling jokes or stories with national origin themes.</li> <li>• Displaying posters or symbols offensive to individuals of a certain race, sex, national origin, religion, etc.</li> <li>• Making derogatory or intimidating references to an employee's mental or physical impairment.</li> <li>• Applying pressure for dates.</li> <li>• Making offensive remarks about a person's looks, clothing, or body parts.</li> <li>• Whistling or catcalling.</li> <li>• Using sexual innuendo.</li> <li>• Spreading false rumors about a person's sex life.</li> <li>• Blocking a person's path.</li> <li>• Following a person continually (stalking).</li> </ul>

12-11

Facilitator: Show slide 12-11, Types of Harassment. Review information on types of harassment.

Welcome to the



## Recognizing Harassment

---

<b>Your Behavior</b>	Be alert for signs, verbal or non-verbal, that your behavior is <u>unwelcomed</u> .  If unsure, consider asking.
----------------------	--

---


<b>Others' Behavior</b>	Inappropriate behavior that offends you or anyone else
-------------------------	--

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12-12

Facilitator: Show slide 12-12, Recognizing Harassment. Review information on protection from harassment.

Welcome to the



## Preventing Harassment

**Supervisors and Managers**

- Conduct a thorough inquiry (or ensure that the information reaches a manager or supervisor who has the authority to conduct the inquiry).
- Determine if employees involved need to be moved apart.
- Take prompt action to put an end to the harassment.
- Follow up with corrective action when appropriate.

**Employees**

- Do not condone harassment or inappropriate behavior by participating in the activity or remaining silent.
- Do not ignore teasing, jokes, remarks, or questions directed at you or at others that may be hurtful, inappropriate, or illegal.
- Ask the person or persons doing the harassing or behaving inappropriately to stop, even if the behavior is not directed at you.
- Report harassing behavior to your immediate supervisor or manager, another supervisor or manager, or the manager of Human Resources.

12-13

Facilitator: Show slide 12-13, Preventing Harassment. Review information on preventing harassment.

Welcome to the

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## What to do if Harassed

- 1. Tell Harasser to STOP!**
- 2. Report it!**



12-14

Facilitator: Show slide 12-14, What to do if Harassed. Review information on responding to harassment.



Welcome to the



## No FEAR Act

- Decreases violations of antidiscrimination laws by increasing the accountability of federal agencies for violations of those laws.
- Requires federal agencies to reinvigorate their longstanding obligation to provide a work environment free of discrimination and retaliation.




12-15

Facilitator: Show slide 12-15, No FEAR Act. Review information on the No Fear Act.



Welcome to the

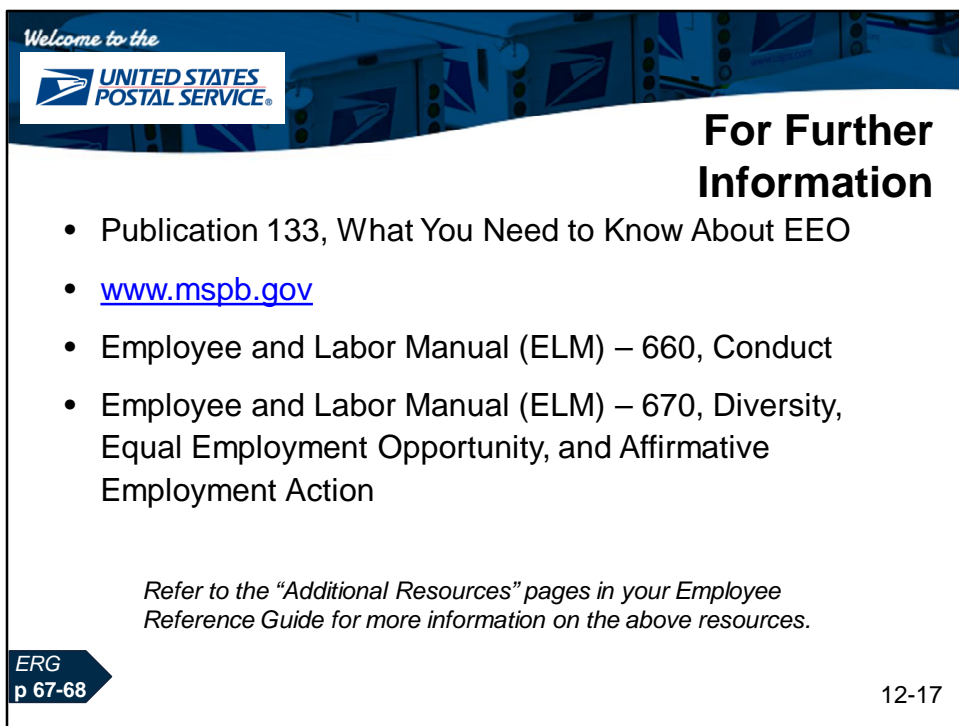
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## Summary

- Laws enforced by the Equal Employment Opportunity Commission (EEOC) make it illegal to discriminate against employees or applicants.
- The EEO precomplaint process advises you of your rights and responsibilities under the EEO process and attempts to resolve the matter informally.
- EEO complaints against the Postal Service must be filed with the Postal Service.
- The Postal Service is committed to providing our employees with a safe, productive, and inclusive workplace free of harassment.
- The NO FEAR Act requires federal agencies to reinvigorate their longstanding obligation to provide a work environment free of discrimination and retaliation.

12-16

Facilitator: Show slide 12-16, Summary. Review and briefly discuss the topics presented within the module.



Welcome to the  


## For Further Information

- Publication 133, What You Need to Know About EEO
- [www.mspb.gov](http://www.mspb.gov)
- Employee and Labor Manual (ELM) – 660, Conduct
- Employee and Labor Manual (ELM) – 670, Diversity, Equal Employment Opportunity, and Affirmative Employment Action

*Refer to the “Additional Resources” pages in your Employee Reference Guide for more information on the above resources.*

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 p 67-68


12-17

Facilitator: Show slides 12-17 and 12-18, For Further Information.

Refer participants to the Additional Resources job aids within the Employee Reference Guide and point out the resources listed below.

Address all questions that participants may have relating to the resources.

- Publication 133, What You Need to Know About EEO
- [www.mspb.gov](http://www.mspb.gov)
- Employee and Labor Manual (ELM) – 660, Conduct
- Employee and Labor Manual (ELM) – 670, Diversity, Equal Employment Opportunity, and Affirmative Employment Action
- Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>, or request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:  
 NEEOISO – EEO CONTACT CENTER  
 PO BOX 21979  
 TAMPA FL 33622-1979
- <http://blue.usps.gov/hr/training-development/docs/No%20Fear%20Act%20Job%20Aid.pdf>

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## For Further Information, cont'd.

- Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>.  
Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:  
NEEOISO – EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979
- <http://blue.usps.gov/hr/training-development/docs/No%20Fear%20Act%20Job%20Aid.pdf>

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p 67-68

Refer to the “Additional Resources” pages in your Employee Reference Guide for more information on the above resources.

12-18

Facilitator: Show slides 12-17 and 12-18, For Further Information.

Refer participants to the Additional Resources job aids within the Employee Reference Guide and point out the resources listed below.

Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>, or request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO – EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979

- <http://blue.usps.gov/hr/training-development/docs/No%20Fear%20Act%20Job%20Aid.pdf>



Facilitator: Show slide 13-1, Module 13: Beginning Your Career.

Welcome to the



## Objectives


Upon completion of this module, you will be able to:

- Identify the next steps of the onboarding process.
- Utilize resources to assist you in making a smooth transition to your work unit.
- Describe how you contribute and bring value to the Postal Service.

13-2

Facilitator: Show slide 13-2, Objectives. Review and discuss the objectives and topics covered in this module.

Welcome to the



## Training and OJI

CCA	RCA	PSE	MHA
On-the-job training On-the-job training On-the-job training On-the-job training On-the-job training	On-the-job training On-the-job training On-the-job training On-the-job training On-the-job training	On-the-job training On-the-job training On-the-job training On-the-job training On-the-job training	On-the-job training On-the-job training On-the-job training On-the-job training On-the-job training

*All employees are assigned an on-the-job instructor (OJI) upon arrival at the work unit.*

13-3

Facilitator: Show slide 13-3, Training and OJI. Discuss Training and OJI.

Discuss next steps for each craft. Notify each craft of the assigned dates and duration of the training for your district and/or local facility.



Welcome to the

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## Manager Meet and Greet

A meet and greet will be conducted with your manager to:

- Welcome you to the department and conduct introductions.
- Provide an overview, tour, and specific protocol information for your facility and department.
- Discuss your duties and performance expectations.
- Answer any questions or concerns.



13-4

Facilitator: Show slide 13-4, Manager Meet and Greet. Describe what should happen when the participant arrives at their work unit.

Welcome to the

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## New Employee 90-Day Checklist

Use New Employee 90-Day checklist as a reference to:

- Complete tasks and activities within first 90 days of employment
- Ensure receipt of essential information and resources to successfully complete onboarding process



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13-5

Facilitator: Show slide 13-5, New Employee 90-Day Checklist. Describe the 90-Day Checklist.

Give participants time to read the job aid on page 69 in of the ERG before continuing. Complete the worksheet upon arrival at the work unit.

Employee supervisors have also been provided with a copy of the checklist to verify that each employee completes the necessary activities and receives the proper resources to complete each task.

Welcome to the



**Key Points to Remember**

- Be customer focused – talk the business
- Have a positive attitude
- Be a team player
- Work safely
- Be dependable
- Bring your best to the Postal Service every day



13-6

Facilitator: Show slide 13-6, Key Points to Remember. Review key points of the module.

Welcome to the  
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## Key Points to Remember

**Activity** Discuss the list of employee qualities added to the rip chart over the course of the training as a group.

Specify why each quality is important when representing the USPS brand.


13-7

Facilitator: Show slide 13-7, Key Points to Remember.





Display the rip chart from the Module 2 employee qualities activity.

Review the full list of qualities added by participants over the course of the orientation.

**ACTIVITY:** Ask volunteers to elaborate on the qualities they added to the rip chart. Participants should display those listed qualities each day when representing the USPS brand.

Welcome to the  


## Entry Level Positions

 City Carrier Assistant (CCA)	 Rural Carrier Associate (RCA)  Assistant Rural Carrier (ARC)	 Mail Handler Assistant (MHA)	 Postal Support Employee (PSE) Motor Vehicle Operator * Clerk <small>* New Work Only</small>
---	---	---	--


ERG  
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13-8

Facilitator: Show slide 13-8 and review entry level positions.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 47.

Welcome to the



## Postal Language – New Terminology


<b>Bargaining unit or craft employee</b>	A career or non-career employee whose craft is represented by a labor organization (union).
<b>Career employee</b>	An employee under a career appointment, which is a position without time limit and that may require the completion of an initial probationary period. These positions give the employee full benefits.
<b>Conversion</b>	A change in an employee's status or tenure from one category of employment to another, such as from part-time to full-time or from non-career to career.
<b>Mail handling</b>	Loading, unloading and moving the mail at a mail processing facility.
<b>Mail processing</b>	The functions required to sort and distribute mail for dispatch and eventual delivery. These include culling, edging and stacking, facing and canceling, sorting, tying, pouching, bundling, sacking, and traying.
<b>Non-bargaining or Executive Administrative Schedule (EAS) employee</b>	A designation that applies to most managerial and administrative employees and is based on the EAS salary structure.
<b>Non-career employee</b>	An employee under a non-career appointment is part of the U.S. Postal Service supplemental workforce, which is without the full employee benefits given by a career appointment. It is the primary entry point for career appointments by conversion for our bargaining unit positions.

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13-9

Facilitator: Show slide 13-9 and review postal terminology.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 48.

Welcome to the


## Flexible Workforce Positions Overview

<b>City Carrier Assistant (CCA)</b>	A non-career employee who delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and procedures commonly used, and geography of the area.
<b>Rural Carrier Associate (RCA)/Assistant Rural Carrier (ARC)</b>	A non-career employee who provides customers along a rural route a variety of services including delivering and collecting mail and selling stamps, supplies and money orders. May be required to have a vehicle suitable for use and live within commuting distance of the facility location. Work is available usually on Saturdays and Sundays, then on an as needed basis to cover the absence of the rural carrier. ARC: Performs Saturday, Sunday, and holiday duties after all available RCAs have been assigned and prior to working a regular rural carrier on the relief day.
<b>Postal Support Employee (PSE)</b>	A non-career employee working in a Clerk or Motor Vehicle related position. Clerk PSEs may work in mail processing (sorting and distributing mail for dispatch and eventual delivery) or retail/customer service (serving the public at a postal retail location). Motor Vehicle PSEs assist with, and operate, a mail truck on a pre-established route to pick up and transport mail in bulk.
<b>Mail Handler Assistant (MHA)</b>	A non-career employee who loads, unloads, and moves mail and packages and performs other duties incidental to the movement and processing of mail; operates equipment such as a fork-lift or a tow motor, and machinery.

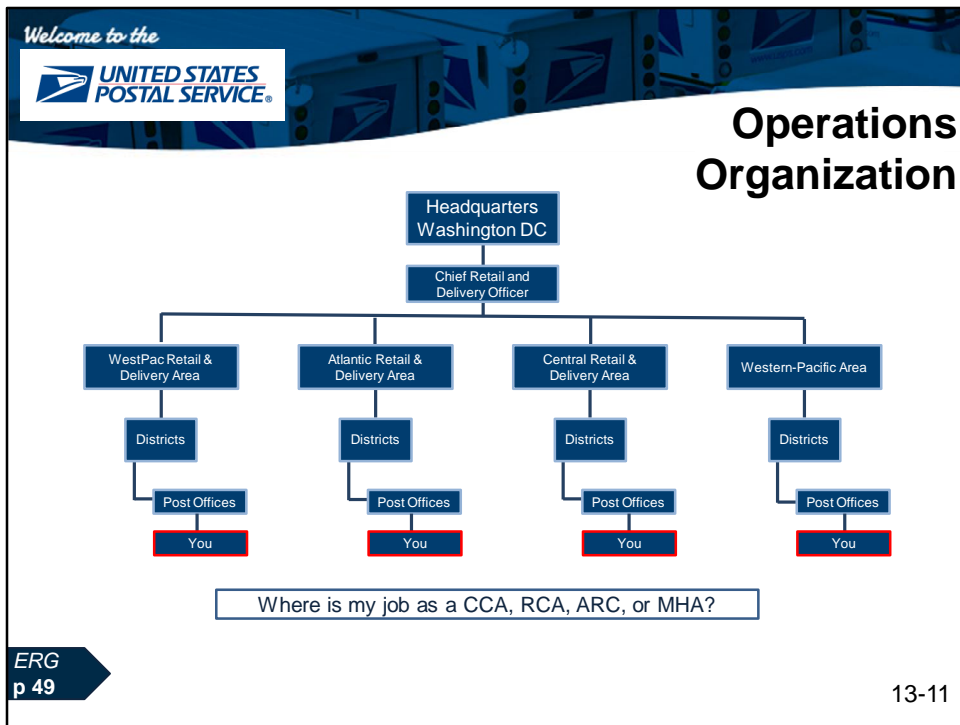
ERG  
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*\*Flexible Workforce: Supplemental staff without fixed schedule assignments to meet organizational needs*

13-10


Facilitator: Show slide 13-10 and review flexible workforce positions.





Facilitator: Show slide 13-11 and review the operations organization chart. Indicate where participants may fall in the reporting structure.

Welcome to the



## Benefits for Non-Career Employees

CCA	MHA	PSE	RCA
<ul style="list-style-type: none"> <li>▪ Paid time off at the rate of 1 hour for every 20 paid hours</li> </ul>			
<ul style="list-style-type: none"> <li>▪ When hired, immediately eligible to enroll in the USPS Health Benefits Plan with a USPS premium contribution</li> <li>▪ After 1 year of service*, may also be eligible for               <ul style="list-style-type: none"> <li>• Health insurance under the FEHBP<sup>1</sup></li> <li>• Dental and vision insurance through the FEDVIP<sup>2</sup></li> <li>• Long term care insurance through the FLTCIP<sup>3</sup></li> </ul> </li> </ul> <p><small>*After completion of a 360-day term and reappointment to another 360-day term</small></p>			
<ul style="list-style-type: none"> <li>▪ Pay raises (based on applicable contract)</li> </ul>			
<ul style="list-style-type: none"> <li>▪ Eligible for holiday leave pay for six holidays, dependent on office size.</li> </ul>			


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FEHBP<sup>1</sup> - Federal Employees Health Benefits Program  
 FEDVIP<sup>2</sup> - Federal Employees Dental and Vision Program  
 FLTCIP<sup>3</sup> - Federal Long Term Care Insurance Program

13-12

Facilitator: Show slide 13-12 and review benefits for non-career employees.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 49.

Welcome to the  

**UNITED STATES  
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## Why Pursue a Career with USPS?

**Our Mission**  
 To serve the American people and, through the universal service obligation, bind our nation together by maintaining and operating our unique, vital and resilient infrastructure. To provide trusted, safe and secure communications and services between our Government and the American people, businesses and their customers, and the American people with each other. To serve all areas of our nation, making full use of evolving technologies.

- Most trusted federal agency\*
- Over 240 years of pride and tradition
- Second largest employer in the U.S. with over 630,000 employees
- Process and deliver 142.6 billion mailpieces annually
- Handle 48 percent of the world's mail volume
- Operating revenue of over \$71 billion
- Offer excellent pay and benefits
- Jobs in every city in the United States
- Offer quality training
- Opportunities for advancement in the organization
- We value our employees focus and continuous improvements that make the USPS and great place to work


**ERG**  
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*\*Pew Research Center 2020 Study*

**13-13**

Facilitator: Show slide 13-13 and review why participants should pursue a career with USPS.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 50.

Welcome to the 

## Conversion to Career Opportunity

From the moment you start in a non-career position you can be on the path to a career position with full benefits!

Fiscal Year	MHA	PSE	CCA	RCA	Total
2019	2,112	7,968	15,654	7,757	34,865
2020	1,847	6,653	6,412	5,154	33,864
<b>Grand Total</b>	<b>3,959</b>	<b>14,621</b>	<b>22,066</b>	<b>12,911</b>	<b>68,729</b>

*1-2 years average of all conversions across the organization.  
Timeframes for conversions in some positions/locations make take longer.*

*Source: WebCoins, September 2020*


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13-14

Facilitator: Show slide 13-14 and review conversion to career opportunities.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 50.

Welcome to the



## Salary Comparison for Craft/Bargaining Employees

Pre-career Workforce Sample Positions		Corresponding Career Position			
Pre-Career Position	Base Rate Per Hour	Career Position	Starting Salary	Up To Based on contract and time in service	Type
City Carrier Assistant (CCA)	\$17.29	City Carrier	\$52,844	\$65,037	Yearly
PSE Mail Processing Clerk	\$17.42	Mail Processing Clerk	\$47,887	\$59,481	Yearly
PSE Sales and Services/Distribution Associate	\$17.42	Sales and Services/Distribution Associate	\$49,856	\$60,812	Yearly
PSE Tractor Trailer Operator (TTO)	\$19.60	Tractor Trailer Operator (TTO)	\$48,256	\$66,227	Yearly
Mail Handler Assistant (MHA)	\$16.87	Mail Handler	\$40,443	\$62,402	Yearly
Rural Carrier Associate (RCA)	\$19.06	Rural Carrier (Example based on 40-hour evaluated route. Routes can range from 12 to 48 hours)	\$49,686	\$62,680	Yearly


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13-15

Facilitator: Show slide 13-15 and review salary comparisons.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 51.

Welcome to the



## Management Salary Levels

Executive Administrative Schedule (EAS) Annual Salary Effective January 2, 2021		
Grade	Minimum	Maximum
Supervisor 17	\$55,750	\$85,550
18	\$57,190	\$89,290
19	\$63,230	\$93,530
20	\$68,780	\$98,630
21	\$74,630	\$103,380
22	\$77,210	\$112,060
23	\$81,470	\$118,170
24	\$86,330	\$124,030
25	\$97,590	\$130,190
26	\$104,660	\$136,660

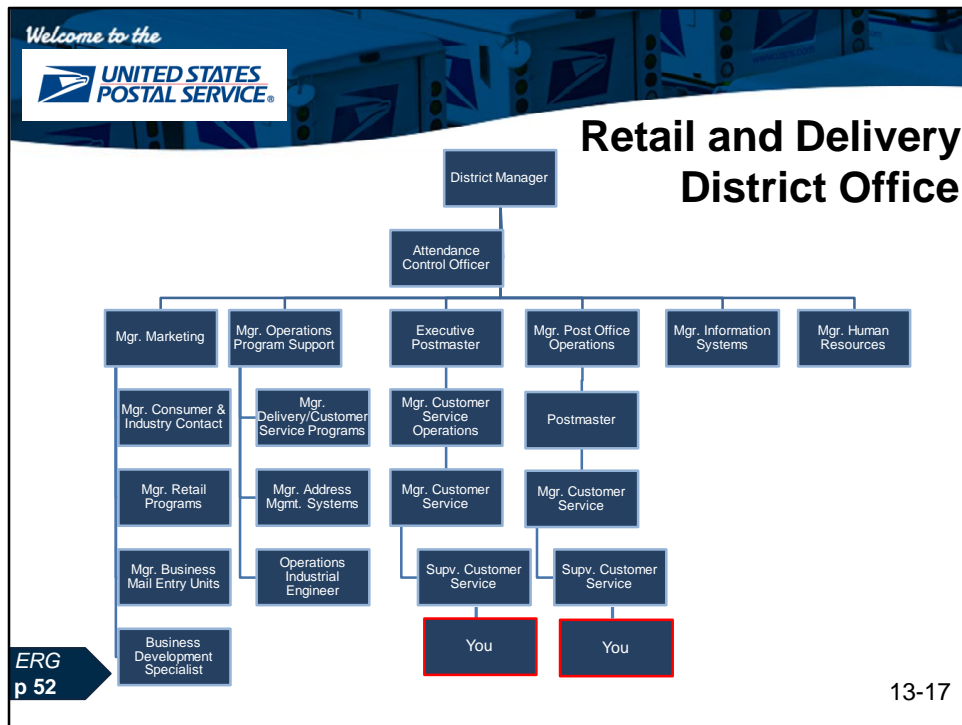
*Positions include: Supervisor, Customer Services; Supervisor, Distribution Operations; Supervisor, Maintenance Operations; Manager, Customer Services; Manager, Distribution Operations; Manager, Maintenance Operations; Manager, In-Plant Support; Postmaster; Manager Post Office Operations; and Plant Manager*

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13-16

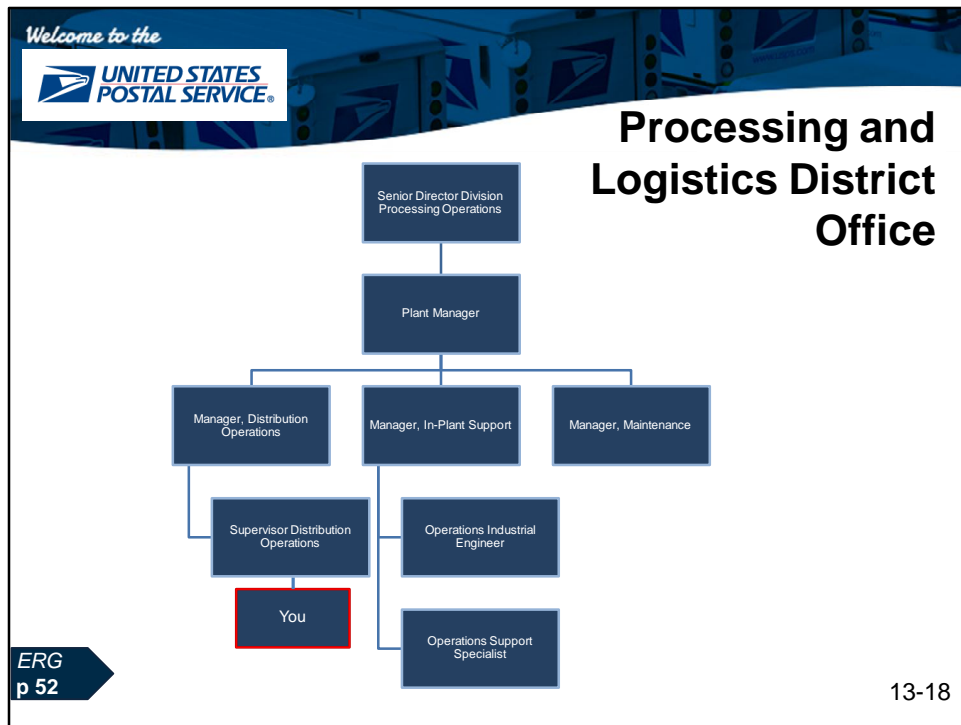
Facilitator: Show slide 13-16 and review management salary levels.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 51.



Facilitator: Show slide 13-17 and review retail and delivery district office organization structure. Indicate where participants may fall within the reporting structure.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 52.



Facilitator: Show slide 13-18 and review processing and logistics district office organization structure. Indicate where participants may fall within the reporting structure.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 52.



Welcome to the



## How do I get there?

### Stick with us to become a career employee!

City Carrier Assistant (CCA)	Can become	Regular City Carrier with Full Benefits
Rural Carrier Assistant (RCA)	Can become	Regular Rural Carrier with Full Benefits
Mail Handler Assistant (MHA)	Can become	Regular Mail Handler with Full Benefits
Postal Support Employee (PSE)	Can become	Regular Clerk with Full Benefits


*1-2 years average of all conversions across the organization.  
Timeframes for conversions in some positions/locations may take longer.*

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13-19

Facilitator: Show slide 13-19 and review How do I get there? information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 52.



Welcome to the

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## What Do I Do?

### Be an Outstanding Employee

- Reliable – Excellent attendance, always on time
- Energetic
- Efficient
  - Learn to do the job
- Work safely
- Be accurate and precise
  - Be kind and courteous to co-workers, supervisors, and customers
- Maintain a great attitude
  - Cheerful, positive, eager to learn

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13-20

Facilitator: Show slide 13-20 and review What do I Do? information.


Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 53.



Facilitator: Show slide 13-21 and review career pathways information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 53.

Welcome to the



## Benefits Available to Career Employees

Compensation	• Competitive pay
Annual Leave/Vacation	• Earn up to 20 days per leave year depending on the number of years of service
Sick Leave	• Earn 10 days of sick leave per year
Holiday Leave	• Full and Part-time employees are eligible for 10 holidays per year
Health Insurance	• Federal Employees Health Benefits (FEHB) Program
Dental and Vision Insurance	• Federal Employees Dental and Vision Insurance Program (FEDVIP)
Flexible Spending Account (FSA)	• Eligible to participate in FSA Program
Life Insurance	• Select additional coverage for self and dependents
Long-Term Care Insurance	• Federal Employees' Group Life Insurance Program (FEGLI)
Retirement	• Federal Employees Retirement System (FERS)
Thrift Savings Plan (TSP)	• May contribute to the TSP, similar to 401(k) - retirement savings

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13-22

Facilitator: Show slide 13-22 and review career employee benefits information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 54.

Welcome to the  


## Did You Know?

**DID YOU KNOW?**



USPS has more than **496,900** career employees.

2019

**DID YOU KNOW?**



More than **44,000** USPS non-career employees were converted to career status in fiscal 2016.

11/16/2016

**DID YOU KNOW?**



The Postal Service is one of the nation's largest employers of **veterans**.

2020

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**p 54**

13-23

Facilitator: Show slide 13-23 and review Did You Know information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 54.

Welcome to the  
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## Did You Know ?

**DID YOU KNOW ?**

Each workday, USPS adds about **3,200 addresses** to its delivery network.

04/27/2015

**DID YOU KNOW ?**

USPS ranked **137th** on the 2015 Global Fortune 500 list.

2020

**DID YOU KNOW ?**

The Postal Service's total revenue rose **1.6 percent** in fiscal 2015.

12/14/2015

**DID YOU KNOW ?**

The mailing industry pumps **\$1.3 trillion** into the economy each year.

04/09/2015

**DID YOU KNOW ?**

USPS shipping revenue rose **11.4 percent** in fiscal 2015.

12/17/2015

**DID YOU KNOW ?**

USPS processes and delivers **265.1 million** pieces of advertising mail each work day.

09/20/2015

**DID YOU KNOW ?**

Direct mail is one of the largest advertising channels for U.S. businesses.

04/30/2015

**DID YOU KNOW ?**

USPS has more than **31,000** retail offices.

04/24/2015

**DID YOU KNOW ?**

USPS serves more than **153 million** delivery points nationwide.

03/03/2015

**ERG**  
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13-24

Facilitator: Show slide 13-24 and review Did You Know information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 55.

Welcome to the

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## Something to Think About...

 **UNITED STATES  
POSTAL SERVICE®** | **HERO**

Own your career in HERO – It's all about YOU!  
Log into LiteBlue and start today!!



Investing in myself and planning  
for my future with the  
United States Postal Service  
– a Great Place to Build a Career!


ERG  
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13-25

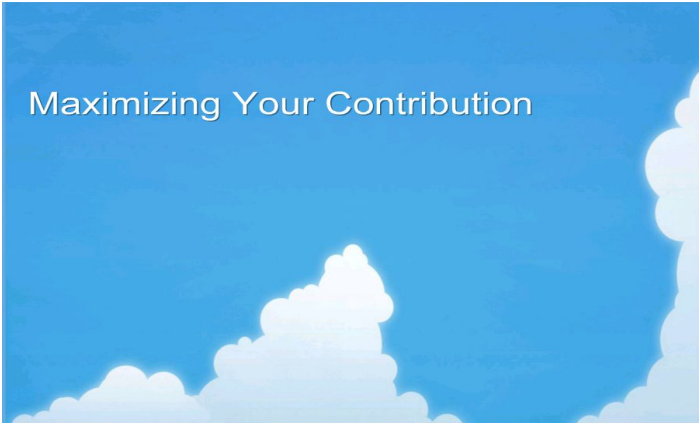
Facilitator: Show slide 13-25 and review Something to Think About information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 55.

Welcome to the

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## Maximizing Your Contribution to USPS



Maximizing Your Contribution

Play

13-26

Facilitator: Show slide 13-26, Maximizing Your Contribution to USPS. Introduce the online course, Maximizing Your Contribution to USPS.

Show online course Maximizing Your Contribution to USPS. A link to the eLearning is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD.





Facilitator: Show slide 13-27, Congratulations! In your own words, end the presentation with a positive message for the employees.

You may want to include comments such as:

Welcome to the Postal Service!

We are glad to have you join our team.

I wish you a long, happy, and healthy career.

Congratulations!



Facilitator: Show slide MHA-1, Standard Training for MHAs.

Show only the presentation related to the audience, either MHA or PSE. These may be presented in separate groups and union facilitators can join the appropriate room.

Refer participants to Appendix - Standard Training for MHAs” in the Employee Reference Guide pages 57-62.

Welcome to the




## Objectives

Upon completion of this module, you will be able to:

- Define the scope and responsibilities of the Mail Handler Assistant (MHA) position.
- Explain the various pay rates for MHAs.
- Explain the work hours and scheduling structure for MHAs.
- Describe the career conversion opportunities available to MHAs.

MHA-2

Facilitator: Show slide MHA-2, Objectives. Review and discuss the module objectives and topics covered in this module.



Welcome to the

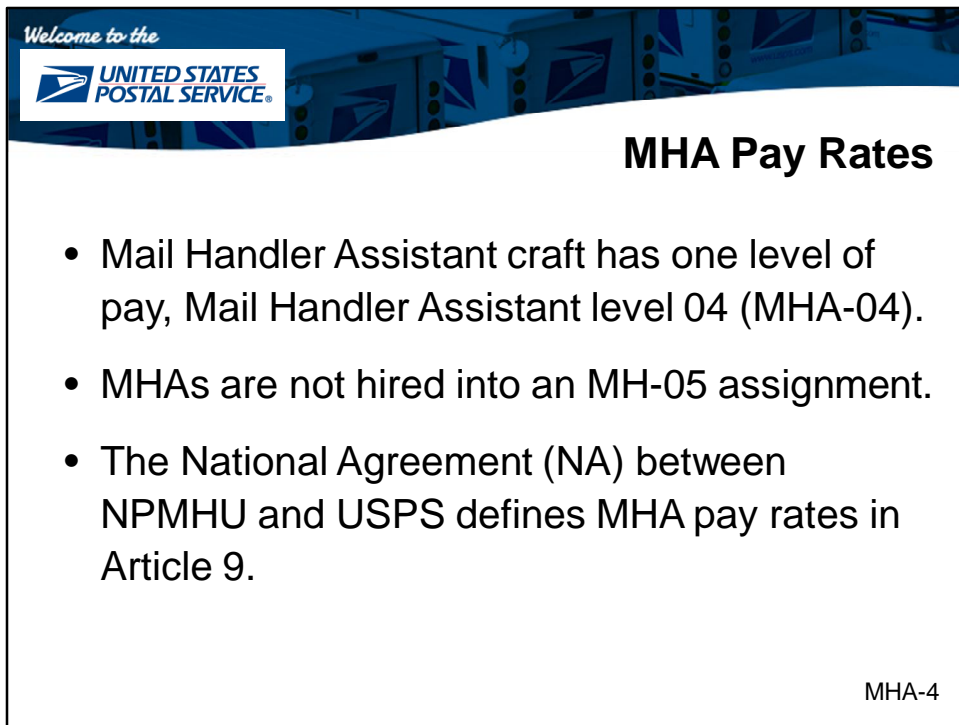
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## MHA Overview

- An MHA is defined as a non-career, bargaining unit employee, established to work within the National Postal Mail Handlers Union (NPMHU) bargaining units.
- MHAs will be hired for a term not to exceed 360 calendar days and will have a break in service of at least 5 days, if reappointed.

MHA-3

Facilitator: Show slide MHA-3, MHA Overview. Provide overview of the MHA position.

The slide features a blue header with a background image of mail sorting equipment. In the top left corner, there is a white box containing the text "Welcome to the" in a script font, followed by the United States Postal Service logo and the text "UNITED STATES POSTAL SERVICE®". The main title "MHA Pay Rates" is positioned in the top right of the slide area. Below the title, there is a bulleted list of three points. The slide is identified as "MHA-4" in the bottom right corner.

Welcome to the  
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## MHA Pay Rates

- Mail Handler Assistant craft has one level of pay, Mail Handler Assistant level 04 (MHA-04).
- MHAs are not hired into an MH-05 assignment.
- The National Agreement (NA) between NPMHU and USPS defines MHA pay rates in Article 9.

MHA-4

Facilitator: Show slide MHA-4, MHA Pay Rates. Discuss pay rates for MHAs.

Welcome to the



## Overtime

- Overtime is paid at time and one-half (1.5) of the employee's base hourly straight time rate.
- MHAs earn overtime when working over 40 hours in a service week.

MHA-5

Facilitator: Show slide MHA-5, Overtime. Review Overtime. Rates discussed are subject to change per new agreements between the USPS and NPMHU.

Welcome to the



## Higher Level Pay

- On a temporary basis, MHA-04 levels may perform additional higher-level duties and receive a higher pay rate.
  - This applies only when performing higher-level work.

MHA-6

Facilitator: Show slide MHA-6, Higher Level Pay. Discuss Higher-level pay and duties.

Welcome to the



## Work Hour Guarantee

- Article 8, Section 8 of the National Agreement defines the minimum work or pay guarantee MHAs receive when they are scheduled and report to work.
  - The guarantee differs based on the size of the installation.

MHA-7

Facilitator: Show slide MHA-7, Work Hour Guarantee. Review information on work hours.



Welcome to the




## Work Hour Limitations

- Employee and Labor Relations Manual (ELM), Section 432.32 defines the maximum number of work hours allowed.
- The total hours of daily service, including scheduled work hours, overtime, and mealtime, may not be extended over a period longer than 12 consecutive hours.

MHA-8

Facilitator: Show slide MHA-8, Work Hour Limitations. Review work hour guarantee.



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## Lunches, Rest Breaks

Except in emergency situations or where service conditions preclude compliance, no employee may be required to work more than 6 continuous hours without a meal or rest period of at least ½ hour.

MHA-9

Facilitator: Show slide MHA-9, Lunches, Rest Breaks. Review information on lunches and rest breaks.

Welcome to the



## Scheduling

- **Weekly scheduling**


- Non-career employees should see their assigned Supervisor for information on how their weekly schedule will be assigned.

- **Holiday scheduling**

- Non-career employees will be scheduled for work on a holiday after all full-time volunteers and part-time volunteers are scheduled to work on their holiday or designated holiday.

MHA-10

Facilitator: Show slide MHA-10, Scheduling. Review information on scheduling.



Welcome to the

**Five-Day Break in Service**

MHAs are appointed to 360-day terms. At the end of each term, the MHA must take a five calendar-day break before beginning the next appointment.

MHA-11

Facilitator: Show slide MHA-11, Five-Day Break in Service. Review information on the five-day break in service.

Welcome to the



## **MHA Career Conversion**

- MHAs within the installation may be converted to full-time career status to fill vacancies.
- Vacancies are filled based on the MHAs relative standing in the installation.

MHA-12

Facilitator: Show slide MHA-12, MHA Career Conversion. Review information on career conversion. Share the latest conversion statistics for MHAs.

Welcome to the

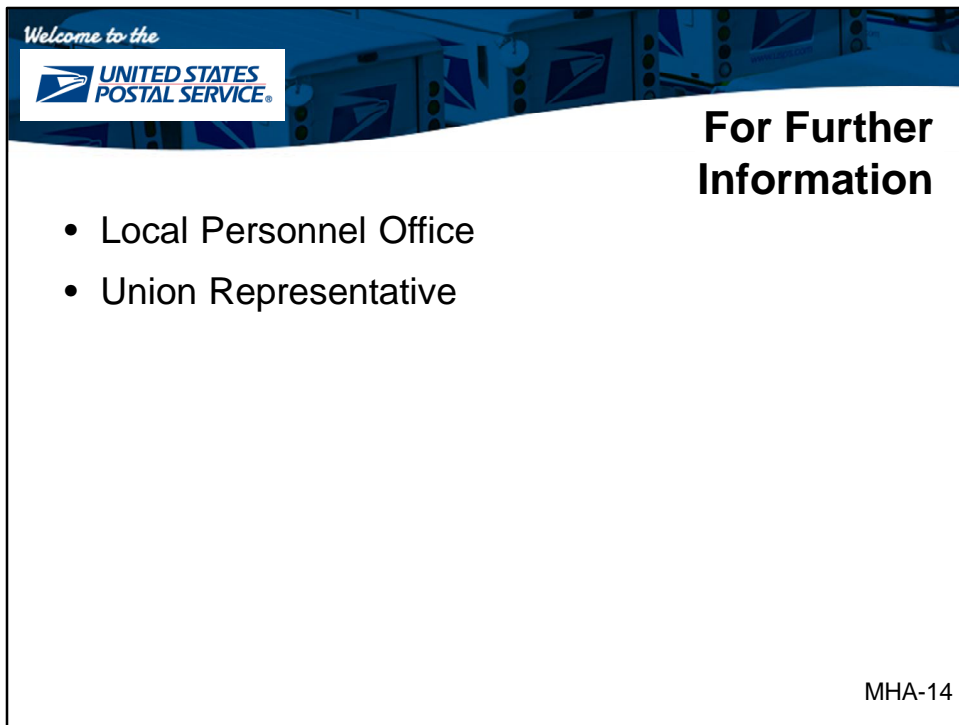


## Summary


- MHAs are hired for a term not to exceed 360 calendar days and have a break in service of at least 5 days, if reappointed.
- As an MHA, you earn an hourly wage, and may be entitled to overtime based on your work schedule.
- Any MHA who is scheduled to work and who reports to work in an installation with 200 or more work years of employment shall be guaranteed four (4) hours of work or pay. MHAs scheduled to work and who report to work at smaller installations are guaranteed two (2) hours work or pay.

MHA-13

Facilitator: Show slide MHA-13, Summary. Review and briefly discuss the topics presented within the module.



Welcome to the



**For Further Information**

- Local Personnel Office
- Union Representative

MHA-14

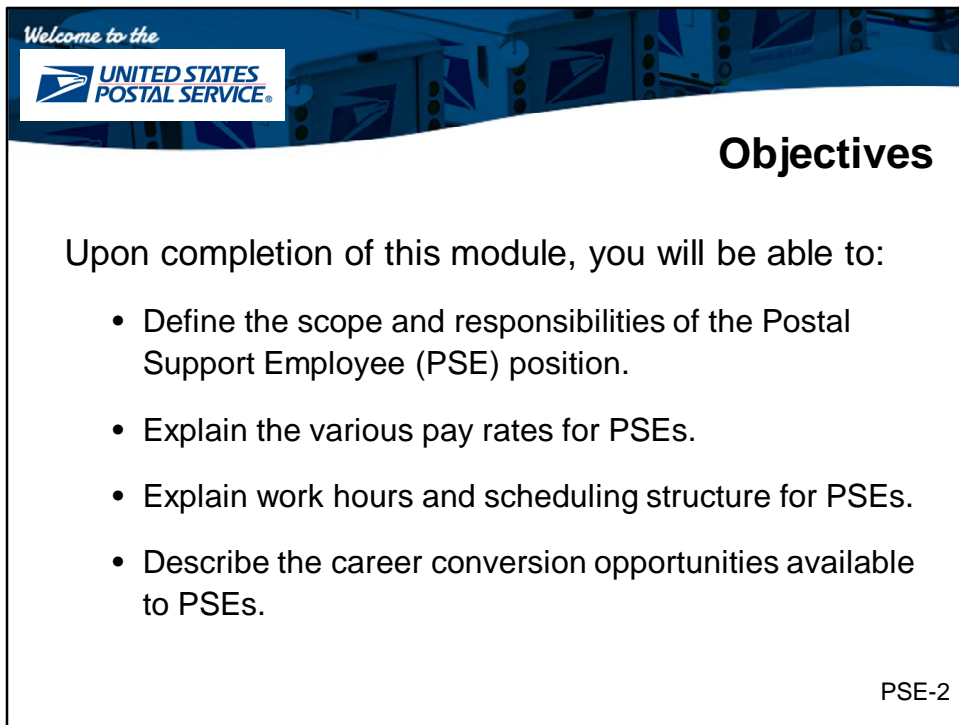
Facilitator: Show slide MHA-14, For Further Information. Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below.

Address all questions that participants may have relating to resources.




Facilitator: Show slide PSE-1, Standard Training for PSEs.





Welcome to the

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## Objectives

Upon completion of this module, you will be able to:

- Define the scope and responsibilities of the Postal Support Employee (PSE) position.
- Explain the various pay rates for PSEs.
- Explain work hours and scheduling structure for PSEs.
- Describe the career conversion opportunities available to PSEs.

PSE-2

Facilitator: Show slide PSE-2, Objectives. Review and discuss the objectives and topics covered in this module.

Refer employees to Appendix - Standard Training for PSEs in the Employee Reference Guide pages 63-66.

Welcome to the




## PSE Overview

- A PSE is defined as a non-career, bargaining unit employee, established to work within the American Postal Workers Union (APWU) bargaining units.
- PSEs are hired for a term not to exceed 360 calendar days and have a break in service of at least 5 days, if reappointed.

PSE-3

Facilitator: Show slide PSE-3, PSE Overview. Review the PSE position.



Welcome to the

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## PSE Pay Rates

- PSEs earn an hourly wage and may be entitled to night differential based on work schedule.
- Night differential is paid for time worked between the hours of 6:00 p.m. and 6:00 a.m. in addition to your hourly rate.
- Overtime is permitted once the provisions of the APWU and USPS agreement are met.

PSE-4

Facilitator: Show slide PSE-4, PSE Pay Rates. Review PSE pay rates. Discuss examples of hourly rate and applied night differential as applicable.

Rates discussed are subject to change per new agreements between the USPS and APWU.

Welcome to the



## Higher Level Pay

- PSEs may have the opportunity to be temporarily assigned to a higher-level position.
  - Higher-level pay is paid for assignments to higher-level positions within the bargaining unit.
  - Preference is awarded to career employees.

PSE-5

Facilitator: Show slide PSE-5, Higher-Level Pay. Review higher-level pay.

Welcome to the



## Work Hour Guarantee

- PSEs have no daily or weekly work hour guarantees.
  - Any PSE who is scheduled to work and who reports will be guaranteed two (2) hours of work or pay.
  - Any PSE employee who is scheduled to work and who reports to work in a Post Office or facility with 200 or more work years of employment shall be guaranteed four (4) hours of work or pay.

PSE-6

Facilitator: Show slide PSE-6, Work Hour Guarantee. Review work hour guarantee.

Welcome to the



## Work Schedules

- **Weekly scheduling**
  - Non-career employees should see their assigned Supervisor for information on how their weekly schedule is assigned.
- **Holiday scheduling**
  - Non-career employees are scheduled for work on a holiday after all full-time volunteers are scheduled to work on their holiday.

PSE-7

Facilitator: Show slide PSE-7, Work Schedules. Review scheduling.

Welcome to the



## Five-Day Break in Service

- PSEs are appointed to 360-day terms.
- At the end of each term, If reappointed, the PSE must take a five calendar-day break before beginning the next appointment.
- Any accrued annual leave is paid at the end of a 360-day term.

PSE-8

Facilitator: Show slide PSE-8, Five-Day Break in Service. Review the five-day break in service.

Welcome to the



## **PSE Career Conversion**

When a need exists to fill vacancies with career employees in accordance with its contractual obligations, available and qualified PSEs will be converted to fill such vacancies on a seniority basis.

PSE-9

Facilitator: Show slide PSE-9, PSE Career Conversion. Review PSE career conversion. Share the latest conversion statistics for PSEs.



Welcome to the

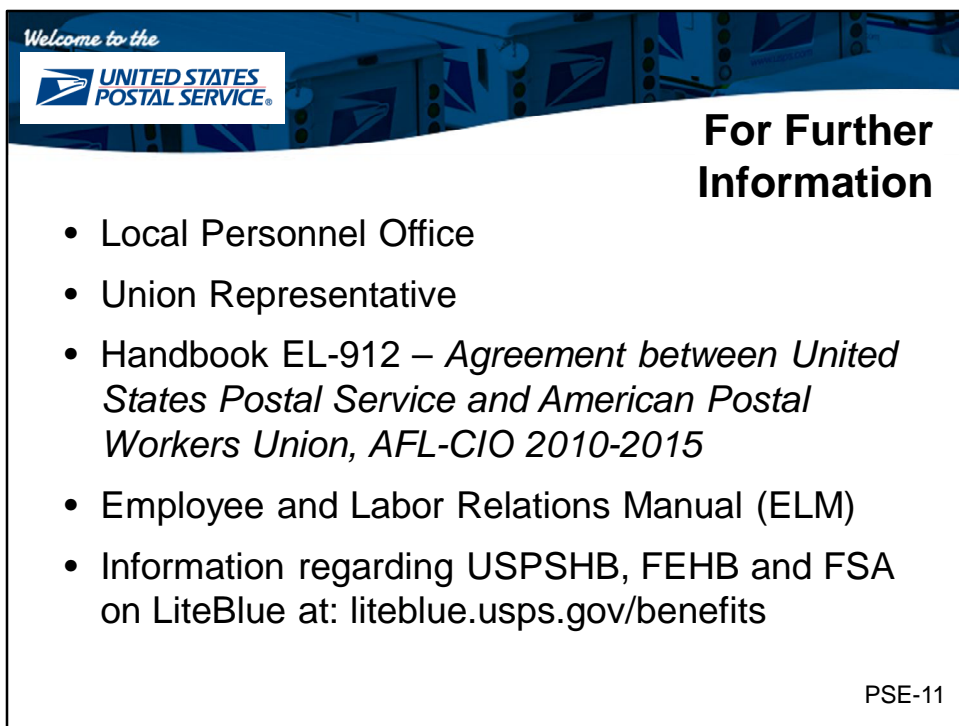


## Summary

- PSEs will be hired for a term not to exceed 360 calendar days and will have a break in service of at least 5 days, if reappointed
- As a PSE, you earn an hourly wage, and may be entitled to night differential and/or overtime based on your work schedule.
- Any PSE who is scheduled to work and who reports will be guaranteed two (2) hours of work or pay.

PSE-10

Facilitator: Show slide PSE-10, Summary. Review and briefly discuss the topics presented within the module.



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**UNITED STATES  
POSTAL SERVICE®**

## For Further Information

- Local Personnel Office
- Union Representative
- Handbook EL-912 – *Agreement between United States Postal Service and American Postal Workers Union, AFL-CIO 2010-2015*
- Employee and Labor Relations Manual (ELM)
- Information regarding USPSHB, FEHB and FSA on LiteBlue at: [liteblue.usps.gov/benefits](http://liteblue.usps.gov/benefits)

PSE-11

Facilitator: Show slide PSE-11, For Further Information.

Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below.

Address all questions that participants may have relating to the material and resources. Review additional resources available to PSEs.



*Welcome  
to the*

# FACILITATOR GUIDE

NSN # 7610170008252

~~September 2019~~ April 2021

Learning and Development





# Welcome to the U.S. Postal Service

Facilitator Guide

[Version 1.2](#)

[April 2021](#)

United States Postal Service  
Learning and Development  
475 L'Enfant Plaza SW  
Washington, DC 20260-4215

## **Use of Training Materials**

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## A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce.

Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences, and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates, and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment, and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity, and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers, and suppliers, and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.



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# Module 1: New Employee Welcome

## Objectives:

Upon completion of this module, you will be able to:

- Explain the purpose and logistics of the Welcome to the U.S. Postal Service orientation.
- Explain the proper use of employee ID badges.

## Time Allocated for Module:

• ~~60 minutes~~

• 1 hour

## Summary:

### ~~Introduction~~

• ~~Employee Welcome~~

### ~~Orientation Overview~~

• ~~Postmaster General Welcome~~

• ~~Wrap-up~~

## Instructional Methods:

- Lecture
- ~~PowerPoint Slides~~
- Interactive Discussion
- Group Exercise
- Video

## Participant Material Used:

- Employee ~~Quick~~ Reference Guide

## Media Required:

- ACE Computer/LCD projector
- PowerPoint presentation
- ~~Orientation Media DVD~~

|



## ~~Introduction~~

~~Before the course begins, as employees are arriving, play the “2016 Postal Facts” video on USPS TV. (USPS-TV/Workforce/New employee orientation) This provides many USPS facts pertinent to new employees. You can also play the video as employees are coming back from lunch or other breaks.~~



## Introduction



Facilitator: Ensure room is configured to accommodate social distancing. Show slide 1-1, “Welcome to introduce the United States Postal Service.” course.

### Facilitator Introduction

Welcome class to the orientation and provide a brief description of what the orientation will entail.

Facilitator: Show slide 1-2, Introductions.

**Introduce yourself to the class.**

“Good morning and welcome to the United States Postal Service orientation. My name is (instructor’s name), and I am (instructor’s position title). I would like to officially welcome you to the US Postal Service and the (name of District). I began my Postal Service career \_\_\_\_ Provide the district, your years ago as a \_\_\_\_\_. During my Postal Service career, I have worked as a (highlight of service, where you started, some positions worked during Postal Service career). I currently work in (name of office). We will begin training with introductions and an overview of the orientation.” you have held, and your current position.



**ACTIVITY: Use the Two Truths and a Lie icebreaker to have participants introduce themselves to the others in the room.**

- Each person lists three things about themselves; two that are true, one that is not. Other participants guess which statement contains the lie.
- Orient participants to the facility (breakrooms, restrooms, emergency procedures, etc.). Point out restrooms, parking lot, and smoking areas.

Remind participants that while there are designated smoking areas, all USPS facilities are smoke-free. Provide policy information if requested.

- Explain the procedures for fire, inclement weather, etc. and point out emergency exits.
- Show slide 1-2, “Module 1: New Lunch and breaks are incorporated throughout the day.
- Distribute one Employee Reference Guide (ERG) to each participant.
- Ensure each participant has a copy of PS Form 61, Appointment Affidavit and PS Form 8139, Your Role in Protecting the Security of the U.S. Mail.

Welcome.”

Show slide 1-3, “Facilitator: Show slide 1-3, Module 1: Employee Welcome.

Click the link to display the Smart Business Moment for the day. Display PowerPoint slide version.  
<https://smartbusinessmoments.usps.com/>.

Facilitator: Welcome participants to the training session. Introduce yourself to the class. Provide some interesting information about yourself and your career. Allow 5 minutes to perform introductions and icebreaker.

Discuss the Smart Safety/Smart Business Moment.



— Facilitator: Show slide 1-4, Objectives.”.

Review and discuss ~~the~~ module objectives and topics covered in ~~this module (Summary).~~ one.

## A Message from the Postmaster General

Facilitator: Show slide 1-5, Message From the Postmaster General. Click to play the Postmaster

**General video. Video is located on the Orientation DVD or can be accessed from <https://blue.usps.gov/corpcomm/uspstv/orientation/new-employee-welcome-message.htm>.**

**Facilitator: Introduce the PMG video.**

You are joining one of the largest employers in the United States. We process and deliver mail to every American household and business nearly every day. The Postmaster General (PMG), on behalf of our postal family, would like to welcome you to the Postal Service.

## ***Employee Welcome***

### **Oath of Office-Appointment Affidavit**



— Facilitator: Show slide 1-4, “6, Oath of Office and.”

Aadminister the Oath of Office.

~~Hand out~~ “Distribute PS Form 61, *Appointment Affidavit*” and any other personnel forms to be completed at this time to participant~~employees~~ prior to proceeding with the training.

➤ ~~Review~~ each handout and discuss guidelines for completing, if necessary.

The Oath of Office you just took is your promise to support and defend the Constitution of the United States and discharge the duties of your position.

### **Orientation Overview**

## ***~~Orientation Overview~~***

### **~~Orientation Logistics and Guidelines~~**



— Facilitator: Show slide 1-5, “7, Orientation FAQs.” Overview.

Explain orientation details, local information, and ground-keeping rules. ~~Review and respond to each frequently asked question below for the classroom.~~

~~Why are we here today?~~ The purpose of this orientation is to acquaint you with the Postal Service as a new employee. Throughout the training, you ~~will~~ learn about the organization's purpose, mission, and goals and how we operate. This course prepares you for your arrival to your work unit, as well as your career with the U.S. Postal Service.

- ~~• Learn about the organization's purpose, mission, and goals.~~
- ~~• Understand how we operate.~~
- ~~• Prepare for your arrival to your work unit as well as your career with the U.S. Postal Service.~~

### **Verify the start and end times of each day of orientation.**

- ~~1. How long is the orientation?~~ The orientation will ~~take~~ **Orientation takes** place over the next three days. You ~~will~~ receive supplemental training and/or on-the-job instruction following ~~the orientation~~ **this course**, based on your position.

~~Do we get breaks?~~ Lunch and breaks ~~will be~~ are incorporated throughout the day.

### **Point out restrooms and smoking areas.**

- ~~2. What do we do in case of an emergency?~~

- ~~• Explain the procedures for fire, inclement weather, etc. and point out emergency exits.~~

~~What's expected of us during the orientation?~~ You are expected to pay attention and follow along with the presentation. More importantly, you are encouraged to remain engaged by participating in class discussions and activities, and asking questions. Cell phones should be used during breaks only, unless required for completion of an orientation activity.

~~Are there any tests?~~ You ~~will be~~ are not ~~be~~ tested on the material covered during ~~the~~ orientation. However, there ~~will be~~ are interactive discussions and exercises incorporated throughout the training that allow you to assess your knowledge of the topics covered.

- ~~3. When are we paid?~~

~~Explain when the first pay check will be received based on the employees' start date, be prepared to give them the expected payday date, and note that details regarding pay, work hours, schedules, etc. will be discussed later in the training.~~

~~4. Do we get free stamps? Postal employees do not get free or discounted stamps. However, we will discuss other benefits and resources available to you later in the training.~~

~~Mention Employee Deals that are available, like discounted mobile phone plans, etc. Encourage employees to ask any other questions throughout the training.~~

## Orientation Agenda and Materials

### *Agenda*

~~The modules~~Modules covered during ~~the~~ orientation ~~will introduce~~introduces you to the mission and goals of the organization, ~~describe~~describes how we operate, and ~~prepare~~prepares you for arrival at your work unit.



~~—~~Facilitator: Show slide 1-~~6~~, “8, Orientation Agenda.”

Reiterate that lunch and breaks will be incorporated throughout each day.

### *Materials*



~~—~~Facilitator: Show slide 1-~~7~~, “9, Orientation Materials.”



~~—~~Refer students to the Employee Quick Reference Guide.

~~Review the Employee Quick Reference Guide and review with class, and explain that the job~~participants.



Job aids contained within the guide provide information on ~~the~~ key topics ~~covered during training~~ and ~~will be~~ referenced throughout the training. Encourage employees to Participants may make ~~any~~ notes ~~that they deem necessary~~ in the guide and ~~to~~ reference the guide while on the job, as needed.

## Employee Introductions



~~—Show slide 1-8, “Introductions.”~~



~~—ACTIVITY: Have employees introduce themselves by stating their name, location, position, one fun fact about themselves, and one thing they hope to learn in today’s orientation. Alternatively, select an Icebreaker from the Appendix to use at this time, along with the employee’s name, location, and position.~~

~~Make note of topics that are not included in the orientation and explain where employees may find information on the topic.~~

## **ID Badges**



~~—~~ Facilitator: Show slide 1-9, “10, ID Badges.”

More information on badge usage is provided upon arrival at work site.

All employees must wear and visibly display their ID badge while officially employed and on duty. Badges will be needed to gain access to Postal Service facilities and must be worn at all times while on Postal Service property.

**Summary** ~~Explain that more information on badge usage will be provided upon arrival at work site.~~

~~**Postmaster General Welcome**~~

~~**A Message From the Postmaster General**~~

**Summary**



— **Facilitator** ~~Show slide 1-10, “A Message From the Postmaster General.”~~ **11, Summary.**

~~Welcome aboard! You are an employee of one of the largest employers in the United States, processing and delivering mail to every American household and business nearly every day. The Postmaster General (PMG), on behalf of our Postal family would like to welcome you to the Postal Service!~~



— Show “A Message From the Postmaster General” video.

The video is available on USPS-TV/Workforce/New Employee Orientation, or refer to the Orientation Media DVD provided as part of your facilitator guide.

## ~~Wrap-up~~

## ~~Summary~~



— Show slide 1-11, “~~Summary.~~”

**Review and briefly discuss the topics presented within the module.**

- The Oath of Office is your promise to support and defend the Constitution of the United States and discharge the duties of your position.
- ID badges must be worn at all times on Postal Service property.



## Module 2: Our Employees: The “US” in USPS

### Objectives:

Upon completion of this module, you will be able to:

- Describe how you directly affect ~~the USPS’~~[our](#) ability to provide quality products and services for ~~the business~~[businesses](#), customers, and other employees.
- Identify ways in which you influence the customer experience.

### Time Allocated for Module:

~~• 60 minutes~~

• [1 hour](#)

### ~~Summary:~~

#### ~~• Introduction~~

~~• Leadership Welcome~~

#### ~~• Why You Are Important~~

~~• Protecting Our Brand~~

~~• Wrap-up~~

### Instructional Methods:

- Lecture
- ~~• PowerPoint slides~~
- Interactive Discussion
- Group Exercise
- Video
- ~~• Additional Presenters~~

### Participant Material Used:

- Employee ~~Quick~~ Reference Guide

### Media Required:

- [ACE](#) Computer/LCD projector

- [PowerPoint presentation](#)
- Orientation Media DVD
- Rip Chart



~~Prior to presenting this module, invite your District Manager or another member of your local leadership team to address the class.~~



## **Introduction**



Facilitator: Show slide 2-1, “Module 2: Our Employees: The ‘US’ in USPS.”



Facilitator: Show slide 2-2, “Objectives.”

Review and discuss the objectives and topics covered in this module ~~(Summary).~~

## **Why You Are Important**

~~Leadership Welcome~~



~~Facilitator:~~ Show slide 2-3, “~~Leadership Welcome.~~”

~~Introduce speaker.~~

~~Upon completion of the leadership welcome, facilitate a Q&A between the class and the speaker.~~

~~Why You Are Important~~



~~Show slide 2-4, “Why You Are Important.”~~  
Share why participants are important to the success of the Postal Service.

Facilitator: Play the Eagle Always Faces Forward video (1:22) from the Orientation Media DVD. Introduce the Eagle Always Faces Forward video. Discuss the video once it plays.

You are our most important resource. Much of our success, of course, rests on hiring the right people with the right skills at the right time for the right position. By joining our team, you become a member of one of the largest service organizations in the world.

You are the key in helping the Postal Service continue its mission to provide reliable universal mail service throughout the country. Universal service means that everyone living in the United States and its territories has access to Postal Service products and services and pays the same postage, regardless of location. Reliable universal service means that everyone can also expect on-time service according to our delivery standards regardless of location.



**Facilitator:** Show slide 2-5, “4, Your Role in Our Success.”

**ACTIVITY:** ~~Divide the class into groups of 4-6 and allow them 5~~Select several participants to provide answers to each question.



**ACTIVITY:** Allow five minutes to discuss the first two questions, as a group. Bring the group back together and select volunteers from each group to share their answers. ~~For the third question, ask employees to volunteer their answers~~

Answers for question three are taken verbally or in chat from all sites and write their responseswritten on a Qualities rip chart. ~~Save this as we will revisit this exercise at the end of the course~~This chart is used again in Module 13.

1. How is your role important to the success of the Postal Service?

Select participant~~employees~~ from each craft to answer.

2. What effects do you think one excellent customer service experience could have on the Postal Service?

Discuss the possibilities of future business with the customer and referrals for new Postal Service customers.

3. **What qualities should an employee possess in order to maintain reliable service?**

Reliability, helpfulness, hard-working, dependability, etc.

## Protecting Our Brand

**Facilitator:** Show slide 2-6, “5, Protecting Our Brand.”



**Ask,** What is a *brand*? A brand has been described as the essence or promise that a product, service, or company will deliver, or be experienced by a customer. We have already discussed that the Postal Service’s mission is to provide reliable, universal mail service throughout the country; and that is certainly our promise. This brief video will identify other ways we might influence the customer experience in addition to providing reliable delivery.

**Facilitator:** Show, USPS Brand 2014 video. A link to the video is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD provided as part of your facilitator guide.

~~What is a *brand*? A brand has been described as the essence or promise that a product, service, or company will deliver, or be experienced by a customer. We have already discussed that the Postal Service’s mission is to provide reliable, universal mail service throughout the country; and that is certainly our promise. This brief video will identify other ways we might influence the customer experience in addition to providing reliable delivery.~~



Show “USPS Brand 2014” video.



~~A link to the video is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD provided as part of your facilitator guide.~~

Once the video is complete, review/debrief the video. Allow participantemployees to ask questions. If there are no questions, facilitate a brief discussion.

Every day, literally millions of times across the country, our customers see more than just a delivered package or letter... ~~they.~~ They see ~~the~~ friendly faces, and experience the professional actions of our employees. In the public's eye, this is the face of the Postal Service. In a competitive business where customer perception means so much, can you see why the "US" in USPS is so vitally important?

And finally, because you are the "face" of the Postal Service that the public sees every day, you are in an excellent position to receive feedback as to how we can be even better. Be sure to share that feedback and your own ideas for improving our products and services with your supervisor.

Ultimately, the Postal Service expects its employees to do their best to keep improving service and efficiency, while seeking new ways to grow the business.

## Summary

### Wrap-up

Facilitator: Summary



— Show slide 2-7, "6. Summary."

**Review and briefly discuss the topics presented within the module.**

- ~~Employees help the Postal Service provide reliable universal mail service and on-time delivery throughout the country.~~
- ~~Do your best to keep improving service and efficiency, and at the same time, continually seek new ways to grow the business.~~

## For Further Information



— Show slide 2-8, "For Further Information."

Refer participant~~employees~~ to the Additional Resources job aid within the quick reference guide and point out the resources listed below. Employee Reference Guide and about.usps.com.

**<http://about.usps.com/>**

**Address all questions that [participantemployees](#) may have relating to the resources.**

Employees help the Postal Service provide reliable universal mail service and on-time delivery throughout the country. Do your best to keep improving service and efficiency, and continually seek new ways to grow the business.

## Module 3: Our Organization

### Objectives:

Upon completion of this module, you will be able to:

- Describe the mission and the vision of the Postal Service and how it applies to your position.
- Recognize and explain your role in the Postal Service's commitment to the security and sanctity of the mail.
- Describe the Postal Service's policies regarding diversity and inclusion.
- Discuss ways to embrace diversity and inclusion in the workplace.

### Time Allocated for Module:

• ~~120 minutes~~

• 2 hours

### Summary:

• ~~Introduction~~

• ~~Our Past, Present, and Future~~

• ~~Our Mission and Vision~~

• ~~Our Promise to Protect Information~~

• ~~Our Commitment to Diversity~~

• ~~Embracing Diversity & Inclusion~~

• ~~Promoting Diversity & Inclusion in the Workplace~~

• ~~Wrap up~~

### Instructional Methods:

- Lecture
- ~~PowerPoint slides~~
- Interactive Discussion
- Group and Individual Exercises
- Video

- eLearning

**Participant Material Used:**

- Employee [Quick](#) Reference Guide

**Media Required:**

- [ACE](#) Computer/LCD projector
- [PowerPoint presentation](#)
- Orientation Media DVD
- [Rip Chart](#) (optional)



## **Introduction**



## ***Introduction***



**Facilitator:** Show slide 3-1, “Module 3: Our Organization.”



**Facilitator:** Show slide 3-2, “Objectives.”

Review and discuss the objectives ~~and topics covered in this module~~ (Summary).

## ***Our Past, Present, and Future***

### **Postal Service History**



**Facilitator:** Show slide 3-3, “Postal Service History.”

Review Postal Service history information.

Ask participants to think about their responses to the following questions.

Ask participants, how many of you:

- Mail birthday cards to a friend or relative?
- Mail payments for bills?
- Send postcards during vacations?
- Mail invitations for events and occasions?

Imagine if we were to take this poll before email and paying bills online were available. How different do you think your answers would be? Think about how technology has changed the way we communicate.

(Examples: email, text messages, online banking and bill pay, automated bill pay via phone, photo sharing via social media, evite, etc.)

What impact do you think these changes have had on our business?

Over time, letter mail volume has declined while our package business has increased. Changes in technology drive the Postal Service to meet the needs of our customers through innovative products and services.

In the more than two centuries since Benjamin Franklin was appointed our first Postmaster General in 1775, the Postal Service has grown and changed with America. The 1970 Postal Reorganization Act brought about some fundamental changes including creation of a Postal Board of Governors with operational authority and an independent Postal Rate Commission. The Post Office Department became the United States Postal Service, with a mandate to cover the cost of operations through the sale of products and services. As a result, we have received no permanent public funding from tax revenue since the public service subsidy was phased out in 1982.

~~Over the past decade there have been profound changes in personal communication and commercial enterprise.~~

~~Ask employees, “By show of hands, how many of you today...mail birthday cards to a friend or relative?...mail payments for utility bills or other bills?...send postcards during vacations?...mail invitations for events and occasions?~~

~~Imagine if we were to take this poll ten years ago — how different do you think the answers would be? How has technology changed the way these things are done?  
(Examples: email, text messages, online banking and bill pay, automated bill pay via phone, photo sharing via social media, evite, etc.)~~

~~What kind of impact do you think these changes have had on our business?~~

~~In the past 10 years, there has been a 50% reduction in single-piece First-Class Mail, our most profitable class.~~

## Today's Postal Service



**Facilitator:** Show slide 3-4, “Today’s Postal Service.”

Discuss growth in the package business. In FY2019, the Postal Service delivered 5.9 Billion packages; a 40% increase over FY2015.

The virtual revolution in communication via text messaging and social media and the rise of eCommerce as a dominant force in retail marketing are only two of the many trends affecting our business model. Change has become the new normal, making it absolutely critical for the Postal Service to adopt new technologies and build the capability to respond rapidly to changes in customers’ habits and preferences.

~~Discuss growth in the package business. In December, 2014, the Postal Service delivered 524 million packages —an 18% increase over December, 2013.~~

Even with the most informed projections, there is no way to know exactly what the future holds. Therefore, improvements to the Postal Service business model must contain sufficient flexibility to allow the Postal Service to respond quickly in a financially responsible way no matter where the market turns.

The Postal Service is currently operating under a business plan based on the following objectives:

- Preserve the ability to provide and finance secure, reliable, and affordable universal delivery service.
- Further economic growth and enhance commerce.
- Implement comprehensive transformation for a long-term sustainable financial future.
- Protect U.S. taxpayers (avoid federal funding and appropriations).
- Maintain fairness with employees and customers.

In addition to internal initiatives aimed at achieving these objectives, the Postmaster General continues to advocate for enactment of legislation. Legislation that will remove barriers to financial independence and pave the way for continued excellent service by one of the most trusted public institutions in the United States.

## Outlook for the Future Postal Service



—Facilitator: Show slide 3-5, “Outlook for the Future Postal Service.”

Discuss the future of the Postal Service.

Select participants to share their responses and discuss.

- What would you like to see in the future as a Postal Service customer?
- What would you like to see in the future as a Postal Service employee?

Continuing to provide reliable universal service and responding to changing needs of our customers is our mission for the future. It has been determined that package delivery is a major area of opportunity for the future. Customers have indicated that they are interested in greater visibility, convenience, and predictability in delivery services. Additionally, surveys show increased interest in expanded delivery options, including same-day service and targeted delivery times.

As part of an ongoing effort to build the Postal Service of the future, 7-day package delivery has been implemented in many markets, a smart phone app has been created and made available, and the USPS.com website continues to be upgraded. As we continue to improve our services to meet consumer demand, real-time tracking and time-specific delivery will be supported by high-tech visibility command centers that allow pin-point accuracy and up-to-the minute tracking of packages.

### Our Mission and Vision

~~Ask employees “What might you like to see in the future as a Postal Service customer?”... “What might you like to see in the future Postal Service as an employee?”~~  
~~Conduct a brief discussion.~~

## **Our Mission and Vision**

### Understanding the USPS

**Facilitator:** Show slide 3-6, **“Understanding the USPS. Introduce the Commitment: Understanding the USPS eLearning course.”**



**Play the Commitment: Understanding the USPS.”**  
**eLearning course. Access this course in HERO.**

**During the course, complete each activity by selecting volunteers from each district to answer the questions.**

**Once the eLearning is complete, review/debrief the eLearning course. Allow employees participants to ask questions.**

This classroom formatted eLearning course explains the mission and the vision of the Postal Service and enables employees to recognize the Postal Service’s commitment to the security and sanctity of the mail. It defines unacceptable conduct and describes the consequences of failing to uphold the security and the sanctity of the mail.

This course explains the roles of the Postal Inspection Service and the Office of Inspector General as they relate to the Postal Service and its employees, the 24-Hour Clock concept, and leave procedure responsibilities of employees and supervisors/managers.

### **Our Promise to Protect Information**



~~—Show eLearning course “Understanding the USPS” on the Orientation Media DVD.~~

~~During the eLearning, complete each activity by selecting volunteers to answer the questions.~~

~~**Facilitator: Once the eLearning is complete, review/debrief the eLearning course. Allow employees to ask questions. If there are no questions, facilitate a brief discussion.**~~

## ~~Our Promise to Protect Information~~



Show slide 3-7, “~~Our Promise to Protect Information.~~”. Play the Our Shared Responsibility video (1.36 minutes). Click to play the video from the slide or online at <https://blue.usps.gov/cyber/our-shared-responsibility.htm>.

Review video information. Then discuss information on the Privacy Act and Freedom of Information Act.

### Privacy Act

The Postal Service is mandated by law and has adopted policies to protect the privacy of customers, employees, individuals, and suppliers. The Privacy Act provides ~~privacy~~ protection of personal information that agencies maintain in a “system of record.” A system of records is a file, database, or program from which personal information is retrieved by name or ~~other~~another identifier.

### Freedom of Information Act

The Postal Service is also required to make records available to the public, consistent with the Freedom of Information Act (FOIA) and good business practices. The FOIA provides the public with a right of access to records with certain limitations, hard copy or electronic, which are maintained by federal agencies, including the Postal Service.

## Our Commitment to Diversity

## ~~Our Commitment to Diversity~~

### ~~Overview~~



Facilitator: Show slide 3-8, “~~Our Commitment to Diversity.~~”.

Discuss our commitment to preserve the rich diversity of our organization. Discuss the Diversity Wheel.

Refer participants to the diversity statement *A Commitment to Diversity* at the front of the Employee Reference Guide.



ACTIVITY: Allow three minutes for participants read the *Commitment to Diversity* statement. Then, ask participants to respond to the following questions. Review responses.

- What does the word diversity mean to you?
- In what ways does diversity benefit the USPS?
- Think about opportunities you've had to work with people who have different backgrounds than your own – what was that like?

When the public looks at its Postal Service, we want them to see a team that is as diverse in appearance, background, and thought as our nation. We want them to know that for us, diversity extends well beyond tracking demographic data. A broader view of diversity must be engrained in our very core—; how we hire, how we develop, how we promote, how we go to market, and how we make business decisions. Above all, we hope the public will see a Postal Service that has harnessed the rich diversity of our organization to foster innovation that will propel our business forward. At the Postal Service, diverse teams will drive organizational performance. For us, diversity is a business imperative.



~~Refer students to the diversity statement “*A Commitment to Diversity*” at the front of the Employee Quick Reference Guide.~~



~~ACTIVITY: There are two easy ways to facilitate this activity. The first is to have the employees read the *Commitment to Diversity* and then ask them thought-provoking questions, such as:~~

- ~~What does the word “diversity” mean to you?~~
- ~~In what ways does diversity benefit the USPS?~~



- ~~Think about opportunities you've had to work with people who have different backgrounds than your own—what was that like?~~

~~The second option is to ask for a few volunteers to read 2 or 3 paragraphs to themselves and then to have them summarize them to the rest of the employees.~~

### What is Diversity and Inclusion?

#### Diversity



—Facilitator: Show slide 3-9, “What is Diversity?” and

discuss diversity.

Many people have heard the term diversity, but most ~~don't~~do not understand how diversity and inclusion work hand in hand. The term “diversity” refers to the richness of people’s viewpoints, experiences, cultures, and backgrounds. ~~It~~Diversity describes the unique identity-shaping characteristics that make up the USPS workforce—~~we.~~ We are the nation that we represent.



—Facilitator: Show slide 3-10, “Dimensions of Diversity.”

Discuss dimensions of diversity and the Diversity Wheel.

Diversity presents us with opportunities that go beyond traditional gender, race, national origin, age, and disability to include:

- Sexual orientation
- Educational background
- Socioeconomic background
- Professional history – your inside the Postal Service history, your external job history, whether you have field experience, or not

Our diversity efforts seek to build an organization of people from different backgrounds to drive business performance at the U.S. Postal Service.

## Inclusion



**Facilitator:** Show slide 3-11, “What is Inclusion?”

### and discuss inclusion.

The term “inclusion” refers to the behaviors, policies, and practices that allow all employees to achieve their full potential. ~~It’s our~~Our ability to leverage the effectiveness of our organizational diversity in ways that make our employees feel valued and included. Inclusion flourishes in an environment that enables employees to contribute their unique and individual or group characteristics. ~~It’s~~Inclusion helps all employees feel part of the organization’s diversity efforts, and it brings everyone together rather than segmenting diverse groups from the workforce as a whole.

## **Embracing Diversity & Inclusion**

### Diversity as a Business Imperative



**Facilitator:** Show slide 3-12, “Rise in Diversity Buying Power and discuss the information.”

Diversity is a business imperative. We reach the largest and most diverse population of people ~~six, and in some instances, seven days~~nearly every day a week. Therefore, we want to leverage our talents to create diverse product and service portfolios that satisfy our diverse customer base and yield revenue for the USPS.

~~There are two activities to choose from, select one. Remember—you can alternate them, you don’t always have to use the same activity. There is a slide for each activity, be sure to display the correct slide for the activity you’ve chosen.~~

As the population in the United States becomes more diverse, a growing number of consumers reward organizations that mirror real-world demographics, share their inclusive values, and advocate social causes that encourage diversity, equality, and equity.



**Facilitator:** Show slide 3-13, “Name that Feeling.”

Conduct the Name That Feeling activity. Offer a word that describes how you felt in a particular situation, and then, invite participants to contribute answers. Address ratio of positive to negative words.



**ACTIVITY:** ~~We will have~~Allow 15 minutes to ~~do this activity called “conduct the~~ Name that Feeling.” ~~I need you to think activity. Think~~ of a time when you felt different from everyone else. For example, walking into a classroom, store, or workplace and being the only person of one race, or the only female, or the only person speaking English. Think of that time and visualize the situation, and then try to capture how you felt with just ONE WORD. Remember that word and the situation.

~~I want everyone to get out of their seats and walk around the room. Introduce yourself to at least three other participants. When you introduce yourself, use your word instead of your name. You have 6 minutes for this activity, and when you are done, please take your seat.~~

~~Here’s an~~For example: ~~My situation was that~~ I once was the only hearing person in a room full of people using sign language. I felt ~~ISOLATED~~isolated. When I go around the room, I would introduce myself as “Hello. I am isolated.” I would then ~~proceed to~~ describe the situation that made me feel isolated.

~~Let’s collect~~Facilitator: Allow six minutes for participants to introduce themselves to at least three other participants. When they introduce themselves, they should use their word instead of their name.

**Facilitator: Collect** the words that everyone used to describe their feelings ~~and~~ and place on a rip chart ~~them~~.

~~Once everyone is seated, go around the room and ask everyone for the word that they chose to describe their feelings, and write them on the flipchart. After charting all the words, please lead the group in a brief discussion using the following questions as guides to the discussion.~~

- Are there more positive or negative words that were used?
- In the workplace, what are the implications of the positive words? Of the negative words? Collect responses and discuss.

Even though we all have felt “different” at one time or another, it’s it is easy to forget the feelings that are associated with it. We may unintentionally exclude others or behave in ways that send mixed messages. If we can remember our own feelings about being different, it may help us be more sensitive to others.



—Facilitator: Show slide 3-14, Diversity’s Impact of Diversity on Our Business.”.

ACTIVITY: Ask employees participants how they would finish each statement on the slide.



ACTIVITY: Foster discussion amongst the group. ~~For large classes, split employees into smaller groups to facilitate discussion.~~ No correct answers are provided on the slide as this activity promotes discussion, not right or wrong answers.

~~For your benefit, below are possible~~Possible answers to the questions, ~~though employees will likely come up with plenty of other good answers.;~~

- A diverse workforce drives economic growth.
- A diverse workforce can capture a greater share of the consumer market.

- **Recruiting from a diverse pool of candidates increases opportunity to have a more qualified workforce.**
- **Diversity fosters a more creative and innovative workforce.**
- **Diversity in the workplace is necessary to create a competitive economy in a globalized world.**

## Promoting Diversity &and Inclusion in the Workplace



— Facilitator: Show slide 3-15, “Promoting Diversity and Inclusion in the Workplace.”

[Review promoting diversity and Inclusion in the workplace information.](#)

Here are some things for you to consider in how you can promote diversity and inclusion in all your interactions with other employees.

- *Practice positive, constructive work habits in the workplace.* Respect other people’s personal and work-spaceworkspace, show common courtesy, and practice two-way communication. Listen, listen, and listen more.
- *Recognize and respect others and their individuality.* While we may have philosophical and physical differences, we are all equals in the workplace. We don’t have to agree with other people’s beliefs and values, but we do need to respect everyone’s individualism.
- *One of the best ways to put this philosophy into practice is to “think before you speak and be sensitive to others.”* When at work, you aren’t with your neighbors, friends, and relatives – who probably have a lot in common with you in terms of race, religion, politics, and other beliefs. When you are with your co-workers, you don’t know everyone’s background and perspectives; therefore, be thoughtful in your choice of words. Even though we need to think before we speak, and be sensitive to others, there is nothing wrong with having healthy discussions about our differences. In fact, we encourage it. One thing to avoid at all costs is using stereotypes and generalizations when you talk to others. What you perceive as “unusual behavior” could be cultural

differences in how people communicate, view the use of time, deal with conflict, or view the roles of individuals versus groups.

- ~~Set aside your beliefs when you deal with diverse people, and replace your judgments with curiosity. Find those things you have in common with diverse peoples, rather than focusing first on the differences~~those you meet since we are all diverse in one way or another.

## ~~Wrap-up~~

### Summary

## Employment Opportunity Program Status Report



— **Facilitator: Show slide 3-16,**  
**“Summary.” Annual Equal Employment Opportunity**  
**Report.**

**Review ~~and briefly discuss~~ the report.**

The Postal Service completes the Federal Agency Annual Equal Employment Opportunity Program Status report, internally known as the Management Directive 715 (MD-715) report. This report is sent to the Equal Employment Opportunity Commission and reports on barriers to USPS policies, practices and procedures to groups based on their gender, race, ethnic background, or disability status.

## Equal Employment Opportunity Commission (EEOC) Agency Issued Goal

**Facilitator: Show slide 3-17, Annual Equal Employment Opportunity (EEOC) Report. Review information.**

USPS has an Equal Employment Opportunity Commission (EEOC) federal agency issued goal to have 12% of our workforce be people with disabilities, and 2% of our workforce be people with targeted disabilities at all levels of the organization.

## **Summary** ~~topics presented~~

**Facilitator: Show slide 3-18 and summarize the module.**

**Refer participants to the Additional Resources job aid within the module. Employee Reference Guide and point out <http://usps.gov/hr/>.**

<http://blue.usps.gov/hr/>

**Address all questions that ~~participant~~employees may have relating to the resources.**

- ~~The Postal Service's~~ mission for the future is to continue providing reliable universal service and responding to changing needs of our customers.
- ~~The Postal Service is~~ We are committed to upholding the security and sanctity of the mail.
- USPS values diversity and inclusion and has implemented strategies to leverage the diversity of our workforce.

You can make a difference by promoting diversity and inclusion and accepting everyone's differences.



## **Module 4: Reporting to Work**

### **Objectives:**

Upon completion of this module, you will be able to:

- Explain the importance of reporting to work as scheduled and its impact to the Postal Service.
- Identify key sections of your earnings statement.
- Explain how to use the appropriate time badge card to record time.
- Describe the leave policies and limitations for MHAs and PSEs, and demonstrate completion of PS Form 3971, *Request for or Notification of Absence*.
- Adhere to the leave procedure responsibilities.
- Identify health benefits available to non-career employees.

### **Time Allocated for Module:**

- 60 minutes

### **Instructional Methods:**

- Lecture and interactive discussion
- Group and individual exercises
- eLearning

### **Participant Material Used:**

- Employee Reference Guide
  - PS Form 1223-B, *Earnings Statement*
  - Time Conversion Chart
  - PS Form 1260, *Nontransactor Card*
  - PS Form 1234, *Utility Card*
  - PS Form 1261, *Non-EBR Report*
  - PS Form 3791, *Request For or Notification of Absence*
  - Fact Sheet, Non-Career Employee Benefits

### **Media Required:**

- Computer/LCD projector
- Orientation Media DVD



## Introduction

### ~~For Further Information~~

Facilitator: Show slide 4-1, Module 4: Reporting to Work.

Facilitator: Show slide 4-2, Objectives. Review and discuss the objectives and topics covered in this module.

## Workforce Availability



Facilitator: Show slide 4-3-17, Workforce Availability. Introduce the ONE Workforce Availability eLearning course.



Facilitator: Show eLearning course ONE: Workforce Availability in HERO (20 minutes).

Once the eLearning is complete, review/debrief the eLearning course. Allow participants employees to ask questions in the chat.

It is important that you report to work as scheduled. Your pay, leave, and other related benefits are all impacted by your attendance. This eLearning course will explain the importance of employees being regular in attendance and define the procedures for documenting scheduled and unscheduled leave.

## Earnings and Pay

Facilitator: Show slide 4-4, Getting Paid.

The first pay check is received based on the participants' start date. Use sample pay schedule to provide explanation of first pay day based on the pay period of the orientation class.

Your first pay check is received based on your start date. You are paid bi-weekly. Your first paycheck is sent to your work location. If you begin work in week one of the pay period, your first check includes two weeks of pay. If you begin work in week two of the pay period, your first check includes one week of pay.

## Earnings Statement

Facilitator: Show slide 4-5, Earnings Statement. Describe pay check stub information. Instructions to sign up for direct deposit is covered in a later module.

Discuss the earnings statement and explain each section.

When receiving a paycheck or stub indicating direct deposit, an attached earnings statement details the information applicable to an employee's circumstances. Earnings statements reflect work and leave hours, and miscellaneous deductions during a pay cycle. Sign up for direct deposit on LiteBlue. Direct Deposit pay stubs are mailed to your home.

000	01-1560	Employee Name			012345678	24 17	12345678
PAYLOC	FINANCE NO.	EMPLOYEE NAME			EMPLOYEE ID	PAY PERIOD	SERIAL NUMBER
DETAIL EARNINGS				GROSS TO NET		LEAVE STATUS	
WK	RSC/LEV	RATE	CODE	TYP	HOURS	PAY	THIS PERIOD
2	Q 01	1691	844	W	30:00	50730	GROSS PAY 101460
1	Q 01	1691	844	W	30:00	50730	FED TAX R3 5093
							ST TAX ALS03 3665
							RETIRE 00
							MEDICARE 1472
							UN L 2483
							S0SEC 6290
							EMA 00
							YEAR-TO-DATE 1926114
							ANNUAL LEAVE(AL) CAT: 4.00
							AL PRIOR YR BAL 0:00
							+ AL EARNED YTD 51:00
							+ AL HOL EARNED YTD 0:00
							- AL USED YTD 0:00
							= EARNED AL BAL 51:00
							+ AL ADVANCED 0:00
							= AVAIL AL BAL 51:00
							AL USED THIS PP 0:00
							SICK LEAVE(SL) CAT: 0:00
							SL PRIOR YR BAL 0:00
							+ SL EARNED YTD 0:00
							- SL USED YTD 0:00
							= CURRENT SL BAL 0:00
							SL USED THIS PP 0:00
							LEAVE WITHOUT PAY(LWOP)
							PAY PERIOD LWOP 0:00
							PP01 TO CURRENT PP 0:00
							USPS RETIREMENT
NET PAY						824.57	0.00

Leave data on the pay stub represents hours, unless you are a rural carrier. Annual and sick leave are expressed as days for rural carriers.

- PAY LOC - Employee's pay location
- FINANCE NO - Finance number of the employee's office
- EMPLOYEE NAME - Employee's name
- EMPLOYEE ID - Employee's USPS Identification Number
- PAY PERIOD - Pay period and year of earnings

- **SERIAL NUMBER** - Serial number of check issued to employee
- **DETAIL EARNINGS** - Used to identify type and number of hours compensated for week of work, rate schedule, level, designation/activity, gross payment amount
  - **WK** - Week, either 1 or 2, of pay period. This space is blank for all adjustments and allowances
  - **RSC** - Rate Schedule Code for hours stated. This space is blank for all adjustments and allowances
  - **LEV** - Grade level for hours stated
  - **RATE** - Base hourly pay rate
  - **CODE** - Employee's Designation/Activity code indicates type of position
  - **TYP** - Hours type code. This space is blank for all adjustments and allowances. The following codes may appear:
    - **W** – Straight time work hours
    - **O** – Overtime
    - **N** – Night shift differential
    - **L** – Leave hours (paid leave and leave without pay)
    - **G** – Guarantee time (Time paid for hours guaranteed, but not worked)
  - **HOURS** – Actual hours worked in hours and hundredths
  - **PAY** – Gross amount of pay for number of hours worked

Fair Labor Standards Act (FLSA) is a federal law that establishes requirements for minimum wages, overtime pay, and other items. FLSA work hours appear on your pay stub when the total hours worked for one or both weeks of the pay period exceed forty (40) hours.

- **GROSS TO NET** – Total gross pay, deductions, and resulting net pay for the current pay period and pay year-to-date. There are different entries that can appear in this section depending on the selection of benefits and allotments.
- **LEAVE STATUS** – Details the amount of leave (annual and leave without pay) earned and used for current pay period and year to date. Leave year begins with the first full pay period of a calendar year.

**Facilitator: Leave is discussed later in this module.**

- **NET PAY** – Gross pay minus deductions plus or minus adjustments comprises net earnings plus nontaxable allowances comprises total net pay.

**Facilitator: Show slide 4-6, Earnings Statement. Introduce the activity. Refer participants to Job Aid 4.1, PS Form 1223-B, *Earnings Statement* in the Employee Reference Guide page 1.**

### **Job Aid 4.1- PS Form 1223-B, *Earnings Statement***

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**ACTIVITY: Using the sample earnings statement job aid, select volunteers to identify pay information using chat. Correct answers are provided below. Use the PPT slide animations to display the correct answers.**

- **Hourly Rate: 16.91**
- **Pay Period: 24**
- **Total Hours in Week 1: 30**
- **Total Pay in Week 2: \$507.30**
- **Gross Pay for Current Period: \$1,014.60**
- **Net Pay for Current Period: \$824.57**
- **Available Annual Leave Balance: 51.00**
- **Cumulative Leave Without Pay: 0**

Facilitator: More information regarding pay rates, overtime, and work hours specific to their craft is covered as part of their briefing and/or On-the-Job Training (OJT) following orientation.

## **Timekeeping**

Facilitator: Show slide 4-7, USPS Time Conversion.

The Postal Service records time in military hours and hundredths. Hours are based on a 24-hour clock, while the minutes are in hundredths.

Examples of converting minutes to hundredths would be 15 minutes equals 25 hundredths and 30 minutes equals 50 hundredths.

The time conversion chart is on the back of PS Form 1260, *Nontransactor Card*.

The Postal Service records time in military hours and hundredths. Examples of converting minutes to hundredths would be 15 minutes equals 25 hundredths and 30 minutes equals 50 hundredths.

Facilitator: Show slide 4-8, USPS Time Conversion.

Refer participants to Job Aid 4.2 - *Time Conversion Chart* and the clock face in the Employee Reference Guide page 2.

## 4.2 - Time Conversion Chart

Minutes	Hundredths	Minutes	Hundredths	Minutes	Hundredths
0	.00				
1	.02	21	.35	41	.68
2	.03	22	.37	42	.70
3	.05	23	.38	43	.72
4	.07	24	.40	44	.73
5	.08	25	.42	45	.75
6	.10	26	.43	46	.77
7	.12	27	.45	47	.78
8	.13	28	.47	48	.80
9	.15	29	.48	49	.82
10	.17	30	.50	50	.83
11	.18	31	.52	51	.85
12	.20	32	.53	52	.87
13	.22	33	.55	53	.88
14	.23	34	.57	54	.90
15	.25	35	.58	55	.92
16	.27	36	.60	56	.93
17	.28	37	.62	57	.95
18	.30	38	.63	58	.97
19	.32	39	.65	59	.98
20	.33	40	.67		

**Facilitator: Introduce the activity.**



**ACTIVITY: Using the time conversion chart and clock, select volunteers to convert the time displayed on the slide. Correct answers are provided below. Use the PPT slide animations to display the correct answers.**

**1. 11:00 pm = 23.00**

**2. 08.50 = 8:30 am**

**3. 6:15 pm = 18.25**

**4. 9:10 am = 09.17**

**5. 23.75 = 11:45 pm**

**6. 5:40 pm = 17.67**

**7. 6:05 pm = 18.08**



## Time Card

Facilitator: Show slide 4-9, Nontransactor Card. Discuss manual time cards. There are two manual methods to record your time.

Refer participants to Job Aid 4.3, PS Form 1260, Nontransactor Card in the Employee Reference Guide page 3.

A time card that has your name, Employee ID number, and pay location is issued to you and is used to record your time. Your supervisor demonstrates how to use the time card. For privacy purposes, all employees are issued a specific employee ID at the time of appointment.

### Nontransactor Card

Nontransactor cards are used by clerks, postal support employees, mail handlers, city carriers, and custodians. There are five time transactions.

- Begin Tour (BT)
- Out to Lunch (OL)
- In from Lunch (IL)
- End Tour (ET)
- Move (MV)

## Job Aid 4.3, PS Form 1260, Nontransactor Card

Name (Last, First, MI)				EIN (8 digits)		Pay Loc.
	Date (MM/DD/YYYY)	Ring Type (BT, OL, IL, MV, ET)	OPN-LU (6 digits)	Route (6 digits)	Finance No. (6 digits)	Time Hrs/100's
Supervisor Name (Print)				Comment(s):		
Supervisor Signature & Date						
PS Form 1260, July 2012, (Page 1 of 2) PSN 7530-01-000-9268 NON-EBR CARD						

## Facilitator Guide

Utility Card																
Name _____																
EIN _____																
Check Appropriate <input type="checkbox"/> Loan <input type="checkbox"/> Training <input type="checkbox"/> STTO <input type="checkbox"/> Extra Clock Rings <input type="checkbox"/> Transfer      (See boxes at right as necessary) <input type="checkbox"/> AL <input type="checkbox"/> HO																
REGULAR ASSIGNED POSITION							TEMPORARY ASSIGNED POSITION									
Title					P/L		Title					P/L				
DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK		
<b>NOTE: For reporting training hours, enter "TRAINING" in the temporary assigned position block.</b>																
Xialkewd (Reason)	LWOP	Paid Leave			Other Prem	NW	OT	Clock Hours								
		OL	SL	AL				Init. & Day								
		Guar. OT						Guar. Time								
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day								
Guar. OT						Guar. Time										
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day								
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Guar. OT						Guar. Time										
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Guar. OT						Guar. Time										

RETAIN AT EMPLOYING OFFICE

PS Form 1234, March 1992

START

**Facilitator: Show slide 4-11, PS Form 1261, *Non-EBR Report*.**

**Describe how the Non-EBR (Electronic Badge Reader) Report. Refer participants to Job Aid 4.5, PS Form 1261, *Non-EBR Report* in the Employee Reference Guide page 5.**

The Non-EBR (Electronic Badge Reader) Report is used for entry of clock ring data, overtime, and out-of-schedule authorizations. This form is similar to PS Form 1260 but allows entry of data for more than one employee.

### **Job Aid 4.5, PS Form 1261, *Non-EBR Report***

The form is titled "Non-EBR Report" and includes a "Service Date" field. It contains a table for recording employee data with columns for Employee Name and Employee ID (PIN), BT, Move, OL, IL, Move, Move, ET, OT Start, OT End, Pay Amt., and a section for "OT Pay Auth." with columns for OT Start, OT End, Pay Amt., and a section for "OT Pay Auth." with columns for OT Start, OT End, Pay Amt.

## **Annual Leave Policy**

**Facilitator: Show slide 4-12, Annual Leave. Discuss annual leave. CCAs, MHAs, and PSEs begin earning leave when they are in a pay status. RCAs are not in leave-earning status when hired and are notified by the postmaster once they are eligible to earn leave.**

**Refer participants to their supervisor for further questions regarding leave.**

Non-career employees (excluding Associate Rural Carriers - ARCs) are provided annual leave (vacation) for rest, recreation, emergency purposes, and illness or injury. Annual leave is earned based on the number of hours in which an employee is in a pay status in each pay period. All leave must be requested on PS Form 3971, Request for or Notification of Absence for approval by the supervisor.

**Annual Leave Accrual**

**Facilitator: Show slide 4-13, Annual Leave Accrual. Describe how annual leave is earned. Review rates of accrual based on hours in pay status per pay period.**

Annual leave accrues and is credited in whole hours at the end of each bi-weekly pay period. An employee must earn annual leave hours prior to use and must not exceed number of hours accrued. Employees with an appointment after the first Monday of a pay period do not receive leave credit for service performed during that pay period.

<u>Rate of Accrual</u>	<u>Hours in Pay Status</u>	<u>Hours of Annual Leave Earned Per Pay Period</u>
<u>One hour for each unit of 20 hours in pay status in each pay period</u>	<u>20</u>	<u>1</u>
	<u>40</u>	<u>2</u>
	<u>60</u>	<u>3</u>
	<u>80</u>	<u>4 (max.)</u>

**Payment for Accumulated Annual Leave**

**Facilitator: Show slide 4-14, Lump Sum Payment. Discuss payment for accumulated annual leave.**

A separating non-career employee may receive a lump-sum payment for accumulated annual leave subject to the following condition:

A non-career whose separation is effective before the last Friday of a pay period does not receive credit or terminal leave payment for the leave that would have accrued during that pay period.

## Scheduling Leave

Facilitator: Show slide 4-15, Scheduling Leave. Explain the difference between scheduled and unscheduled leave.

Leave must be scheduled in advance to be considered scheduled. Employees are expected to maintain their assigned schedule and must make every effort to avoid unscheduled absences. Supervisors may approve or disapprove leave requests. Excessive unscheduled absences may result in disciplinary action.

## Requesting Annual Leave

Facilitator: Show slide 4-16, Requesting Annual Leave. Career employees cannot request annual leave during their first 90 days of employment.

Refer participants to Job Aid 4.6, PS Form 3971, Request for or Notification of Absence in the Employee Reference Guide page 6. Review each section of required information on the form.

Further information regarding annual leave and how to complete PS 3971 is covered as part of supplemental training and/or OJT following orientation. Upon arrival at the work unit, management also provides procedures to follow when employees are unable to report for work.

Except for emergencies, annual leave must be requested on PS Form 3971, Request for or Notification of Absence, and approved in advance by the supervisor. An exception to the advanced approval requirement is made for emergencies and illness or injury. In these situations, the employee must notify appropriate Postal Service authorities as soon as possible as to the emergency or illness/injury and the expected duration of the absence and submit PS Form 3971 as soon as possible after returning to duty.

## Job Aid 4.6, PS Form 3971, Request for or Notification of Absence

<b>UNITED STATES POSTAL SERVICE®</b>		<b>Request for or Notification of Absence</b>										
Employee's Name (Print last, first, MI.)			Employee ID		Date Submitted (MM/DD/YYYY)		No. of Hours Requested			<b>SCHEDULED</b> <b>UNSCHEDULED</b>	<b>PP</b>	<b>Year</b>
Installation (For postmaster's leave, show city, state, and ZIP Code)			N/S Day		Pay Loc. No.		D/A Code		From: Date			
Time of Call or Request		Scheduled Reporting Time		If Needed, Employee Can Be Reached At:			Thru: Date			Hour		
				<input type="checkbox"/> Do not call								
Type of Absence		Documentation (For official use only)				Revised Schedule for (Date)		Approved in Advance		<b>Day</b>	<b>Init.</b>	<b>Hours</b>
<input type="checkbox"/> Annual <input type="checkbox"/> Holiday/AL Lv Exch <input type="checkbox"/> Carrier 701 Route <input type="checkbox"/> LWOP (See reverse) <input type="checkbox"/> Sick (See reverse) <input type="checkbox"/> Late <input type="checkbox"/> COP (See reverse) <input type="checkbox"/> Other		<input type="checkbox"/> FMLA Requested (Certification review - HRSSC) <input type="checkbox"/> For COP Leave (CA1 on file) <input type="checkbox"/> For Advanced Sick Leave (PS 1221 on file) <input type="checkbox"/> For Military Leave (Orders reviewed) <input type="checkbox"/> For Court Leave (Summons reviewed) <input type="checkbox"/> For Higher Level (PS 1723 on file) <input type="checkbox"/> Scheme Training Testing Qualifying (Memo on file)				<input type="checkbox"/> Yes <input type="checkbox"/> No						
		Begin Work				Lunch Out		Lunch In				
		End Work				Total Hours						
Remarks (Do not enter medical information. See Privacy Act Statement on reverse of this form.)												
<b>I understand that the annual leave authorized in excess of the amount available to me during the leave year will be charged to LWOP.</b>												
Employee's Signature and Date			Signature of Person Recording Absence and Date			Signature of Supervisor and Date Notified						
<b>Official Action on Application (Return copy of signed request to employee.)</b>												
<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved (Give reason below)			Do not check an FMLA box until you verify the FMLA designation. <input type="checkbox"/> FMLA Designation is PENDING <input type="checkbox"/> FMLA Protected <input type="checkbox"/> Not FMLA Protected			Signature of Supervisor and Date <input type="checkbox"/> Continued on reverse						
PS Form 3971, October 2017 (Page 1 of 2) PSN 7530-02-000-9136 <span style="float: right;">Warning: The furnishing of false information on this form may result in a fine of not more than \$10,000 or imprisonment of not more than 5 years, or both (18 U.S.C. 1001).</span>												

<b>Reason I was incapacitated for duty during this absence:</b>				<b>Leave Types and Codes (Information Only)</b>		<b>Time Card</b>	<b>FMLA Dep. Care</b>	<b>Time Clock</b>	<b>SCHEDULED</b> <b>UNSCHEDULED</b>	<b>PP</b>	<b>Year</b>
<input type="checkbox"/> Sickness <input type="checkbox"/> On-the-Job Injury <input type="checkbox"/> Off-the-Job Injury <input type="checkbox"/> Exposed to a Contagious Disease				<input type="checkbox"/> Pregnancy, Prenatal Care, or Childbirth <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Job-related) <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Not job-related)		Annual	55	0500			
						Annual - FMLA	55	01	0500		
						Sick	56		0500		
						Sick - FMLA	56	02	0500		
						Sick - Dependent Care	56	08	0500		
						Sick - Dependent Care - FMLA	56	07	0500		
						Absent Without Leave	24		0200		
						Act of Nature	78		0700		
						Blood Donor	69		0600		
						Civil Defense	77		0700		
						Civil Disorder	81		0800		
						COP - USPS	71		0700		
						COP - USPS - FMLA	71	03	0700		
						Court Duty	61		0600		
						Donated	45		0400		
						Donated - FMLA	46		0400		
						HQ Authorized Administrative	79		0700		
						Holiday - AL Leave Exchange	28		0200		
						LWOP - Part Day	59		0500		
						LWOP - Part Day - FMLA	59	05	0500		
						LWOP - Full Day	60		0600		
						LWOP - Full Day - FMLA	60	06	0600		
						LWOP - IDG/CWOP	49		0400		
						LWOP - IDG/CWOP - FMLA	49	04	0400		
						LWOP - In Lieu of Sick Leave	59 or 60		0500 or 0600		
						LWOP - Maternity	59 or 60		0500 or 0600		
						LWOP - Military	44		0400		
						LWOP - Personal Reasons	59 or 60		0500 or 0600		
						LWOP - Professed	59 or 60		0500 or 0600		
						LWOP - Suspension	59 or 60		0500 or 0600		
						LWOP - Suspension Pend Term	59 or 60		0500 or 0600		
						LWOP - Union Official	84		0800		
						Military	67		0600		
						Relocation	80		0800		
						Voting Leave	85		0800		
						Other Paid Leave	96		0900		

**Reason I was/unavailable for duty during this absence:**

☐ Sick Leave for Dependent Care (See ELM)

☐ Birth of a Child/Bonding

☐ To Care for a Family Member (See ELM)

☐ Placement of a Child with Employee for Adoption or Foster Care

☐ A Military Family Member's Qualifying Exigency

☐ To Care for an Injured or Ill Military Family Member

**LWOP - Union Official (Required Certification)**

By signing this form, I certify that this request is not for the purpose of engaging in partisan political activity as defined by the Hatch Act and its implementing regulations.

**I am requesting Family and Medical Leave Act (FMLA) protection for this absence:**

☐ This request is associated with a new condition. (You will receive an FMLA packet in the mail with forms and instructions.)

☐ My approved or pending approval case number for this condition is:

Employee must not be asked to disclose personal medical information to local management. FMLA certification must be mailed to HRSSC.

**Additional Documentation Required as follows:**

**Privacy Act Statement:** Your information will be used to administer leave. Collection is authorized by 39 USC 401, 404, 1001, 1003, and 1005; and 29 USC 2601 et seq. Providing the information is voluntary, but if not provided, we may not process your request. Your information may be disclosed as follows: in relevant legal proceedings; to law enforcement when the USPS or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities under contract with USPS and/or authorized to perform audits; to labor organizations as required by law; to government agencies regarding personnel matters; to the EEOC; and to the MSPB or Office of Special Counsel. For more information regarding our privacy policies visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy).

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- Name
- Employee ID number
- Date submitted
- Number of hours requested
- Installation
- If this is a non-scheduled day
- Employee pay location
- Destination/Activity (Des/Act) Code
- Date and time your requested leave is to start and end
- Check box for the type of leave requested
- Sign and date the form

Follow local procedures for submitting the form.

The supervisor is responsible for approving or disapproving applications for annual leave by signing PS Form 3971. If a supervisor does not approve an application for leave, the disapproved block on PS Form 3971 is checked and a reason is recorded in the space provided. Absent without leave (AWOL) determinations are similarly noted. Non-career employees receive a copy of the approved or disapproved PS Form 3971.

There may be additional provisions that have been bargained for non-career employees locally in your assigned unit for making some types of vacation selections. Ask your OJI in the unit for information on local leave provisions.

## Vacation Choice

**Facilitator: Show slide 4-17, Vacation Choice. Review how employees select their vacation preference.**

Career employees are given preference over MHAs and PSEs when scheduling annual leave. This preference takes into consideration that scheduling is done on a tour-by-tour basis. Employee skills are a determining factor in this decision.

There may be additional provisions that have been bargained for MHAs, CCAs PSEs locally in your assigned unit for making some types of vacation selections. Ask your On-the-Job Instructor (OJI) in the unit for information on local leave provisions.



## **Family and Medical Leave Act (FMLA)**

**Facilitator: Show slide 4-18, Family and Medical Leave Act (FMLA). Review Family and Medical Leave Act (FMLA) protections and eligibility.**

The Family and Medical Leave Act (FMLA) is a federal law that entitles eligible employees to take job-protected leave to attend to certain serious health and family matters. The FMLA also provides protected leave to assist employees with issues arising from a family member's military deployment abroad and leave to care for a service member who suffered an injury or illness in the line of duty.

To be eligible for FMLA-protected leave, an employee must have worked for the Postal Service for at least 12 months and must have worked at least 1250 hours during the year preceding the start of his/her leave. The 12 months of Postal Service employment includes any work occurring in the past 7 years. However, the 1250 hours of work includes only hours actually "worked" in the year preceding the leave and does not include leave taken, layoffs, or jury duty.

## **Wounded Warrior**

**Facilitator: Show slide 4-19, Wounded Warrior. Review Wounded Warriors Leave (WWL) protections and eligibility.**

Wounded Warriors Leave (WWL) is an authorized absence from the Postal Service to undergo medical treatment for a service-connected disability rated at 30 percent or more. It is a separate paid leave category, distinct from sick or annual leave.

Newly hired and existing eligible employees are credited with 104 hours of WWL annually, following the receipt of supporting documentation. Eligibility documentation should reflect a disability rating of 30 percent or more. WWL is available for use retroactively to the first day of their enter-on-duty date, or the current Leave Year, whichever is later, for use through the end of the Leave Year.

### **Eligibility**

It is the employee's responsibility to notify the Postal Service of his or her eligibility before requesting WWL. Employees must provide documentation from the Department of Veterans Affairs certifying that the employee has a qualifying service-connected disability. The documentation must be dated 1991 or later.



If an employee's service-connected disability rating is decreased to below 30 percent or discontinued during any leave year, then the employee no longer has a qualifying service-connected disability. They are no longer eligible for WWL as of the effective date of the rating change.

Employees must provide documentation from the Department of Veterans Affairs certifying that their eligibility was discontinued or decreased below 30 percent. Employees should contact HRRC to learn how to submit documentation.

### Requests

The employee must submit to their Supervisor PS Form 3971, *Request for Notification of Absence* along with a copy of the PS Form 5980, *Treatment Verification for Wounded Warriors Leave*, certified by a health care provider that the employee used the leave to receive treatment for a covered disability.

Employees eligible for WWL may also be eligible for protection under the Family and Medical Leave Act. (See *ELM 515* for more information and eligibility requirements.)

## **Holiday Leave**

**Facilitator: Show slide 4-20, Holiday Leave. Review the holiday leave policy.**

MHAs, PSEs, and CCAs receive holiday pay for the following six holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, pursuant to the requirements in Article 11.2 of the National Agreement.

MHAs, PSEs, and CCAs receive holiday pay based on the size of the office in which they work, pursuant to the following guidelines:

- 200 Man Year offices – 8 hours
- POSTPlan offices – 4 hours
- All other offices – 6 hours

MHAs, CCAs, and PSEs who work on a holiday may, at their option, elect to have their annual leave balance credited with six, or eight hours (as applicable) of annual leave in lieu of receiving holiday pay.

## **Sick Leave**

**Facilitator: Show slide 4-21, Sick Leave. Review sick leave policy.**

Sick leave insures employees against loss of pay if they are incapacitated for the performance of duties because of illness, injury, pregnancy and confinement, and medical (including dental or optical) examination or treatment.

<b><u>Employee Category</u></b>	<b><u>Time Accrued</u></b>
<u>Non-career employees</u>	<u>None</u>
<u>Full-time employees (except as noted below).</u>	<u>4 hours for each full biweekly pay period - (104 hours) per 26-period leave year.</u>
<u>Non-executive, non-bargaining full-time career employees, and non-career employees converted to those positions.</u>	<u>3 hours for each full biweekly pay period - (78 hours) per 26-period leave year.</u>
<u>Part-time employees (except as noted below).</u>	<u>1 hour for each unit of 20 hours in pay status up to 104 hours (13 days) per 26-period leave year.</u>
<u>Non-executive, non-bargaining part-time career employees, and non-career employees converted to those positions.</u>	<u>1 hour for each unit of 26.66 hours in pay status. - up to 78 hours (9.75 days) per 26-period leave year.</u>

## **Leave Without Pay (LWOP)**

**Facilitator: Show slide 4-22, Leave Without Pay (LWOP). Review Leave Without Pay (LWOP) policy.**

LWOP is an authorized absence from duty in a non-pay status. LWOP may be granted upon the employee's request and covers only those hours that the employee would normally work or for which the employee would normally be paid.

## **Health Benefits**

**Facilitator: Show slide 4-23, Health Benefits for Non-Career Employees. Discuss health benefits available to each non-career employee.**

	<u>Non-Career Employee Health Benefits (USPSHB) Plan</u>	<u>Federal Employee Health Benefits (FEHB) Plan</u>
<u>CCA</u>	<u>✓</u>	<u>Eligible after one year of continuous employment, excluding any break in service of 5 days or less.</u>
<u>RCA</u>	<u>✓</u>	
<u>MHA</u>	<u>✓</u>	
<u>PSE</u>	<u>✓</u>	

All CCAs, MHAs, PSEs and RCAs are eligible for the USPS Health Benefits (USPSHB) plan with no waiting period. Non-bargaining, non-career employees are also eligible to participate. Casual employee must meet the Patient Protection and Affordable Care Act (PPACA) definition of a full-time employee by averaging 30 paid hours per week over a measurement period. Casual employees will receive a letter notifying them of their eligibility if they meet the PPACA requirement.

Upon completion of 360 days of service, excluding breaks in service of five days or less, non-career employees are eligible to participate in the Federal Employees Health Benefits Program (FEHB).

Eligible employees have 60 days from their enter-on-duty date to enroll. The USPS benefits plan is administered by United Healthcare. You may immediately enroll after your enter-on-duty (EOD) date unless you are a casual. The Postal Service contributes a minimum of \$125 per pay period towards the cost of this plan. CCAs and PSEs receive additional Postal Service contributions towards Self Plus One and Self and Family. Visit [litblue.usps.gov/uspsbhp](http://litblue.usps.gov/uspsbhp) for plan information, including rates.

The Postal Service also participates in the Federal Employee Health Benefits (FEHB) Program. You may participate in FEHB after you complete 365 days of continuous service, excluding any breaks in service of five days or less. There are many plans under the FEHB: including Fee-For-Service, Health Maintenance Organizations (HMOs), and High Deductible and Consumer-Driven Health Plans. While most non-career employees pay the full cost of the plan they select, some non-career employees are eligible for an employer contribution to certain plans administered by the union who represents them.

**Facilitator: Show slide 4-24, Dental and Vision Insurance (FEDVIP). Dental and Vision Insurance (60 days from eligibility date for FEHB to enroll).**

**Refer participants to Job Aid 4.7, Fact Sheet, Non-Career Employee Benefits in the Employee Reference Guide pages 7-8.**

You are eligible to participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP) if you are eligible to participate in FEHB. While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable. This is because premium contributions are not subject to taxes.

## **Other Benefits**

**Facilitator: Show slide 4-25, Flexible Spending Accounts (FSA). Discuss Flexible Spending Accounts and eligibility (60 days from eligibility date for FEHB to enroll).**

Employees eligible to participate in FEHB may also participate in the Flexible Spending Accounts (FSA) Program. Tax-free FSA contributions can be used to cover most out-of-pocket health care and dependent care (day care) expenses.

**Facilitator: Show slide 4-26, Long-Term Care Insurance (FLTCIP). Long-Term Care Insurance (60 days from eligibility date for FEHB to enroll)**

You are eligible to participate in the Federal Long-Term Care Insurance Program (FLTCIP) if you are eligible for FEHB. FLTCIP insures for the cost of receiving long-term care (for example, nursing home, assisted living, or in-home care), which typically is not covered by an individual's health insurance or Medicare.

## **Employee Assistance Program**

**Facilitator: Show slide 4-27, Employee Assistance Program (EAP). Discuss the Employee Assistance Program (EAP).**

At varying times in our lives we face personal challenges. Some problems are easily resolved, others can be best solved with professional assistance. The Postal Service provides free access to an Employee Assistance Program (EAP) for all employees and their families through New Directions Behavioral Health. EAP is more than just another benefit. [It's a timesaving](#), stress-relieving, powerful tool that helps put resources at your fingertips and supports you in reaching your full potential. Check out [www.EAP4YOU.com](http://www.EAP4YOU.com) for more information.

**Facilitator: Show slide 4-28, Benefits and Wellness. Review the Benefits and Wellness Team information. Participants receive more information regarding health benefits specific to their craft at their work units. Information on eligibility requirements, cost, and coverage is also covered.**

The Benefits and Wellness Team's mission is to support the overall wellbeing of our employees and their families through awareness, education, and access to better options. Wellness is about your physical and emotional health, it's about your sense of financial security, it's about your connections with others and your community, and it's about how fulfilled you feel in your work, and at work. Wellness is not about sacrificing in one area in order to succeed in another. It's about finding a balance between all of these dimensions – caring for the whole you. Visit our Health and Wellness page at <https://liteblue.usps.gov/wellness/>.

## **Summary**

**Facilitator: Show slide 4-29, Summary.**

**Review and briefly discuss the topics presented within the module. Refer participantsemployees to the Additional Resources job aid within the quick reference guideEmployee Reference Guide and point out the resources listed below.**

**Refer participants to the Additional Resources job aid within the Employee Reference Guide and point out the resources listed below. Address all questions that participantsemployees may have relating to the resources.**

Your pay, leave, and other related benefits are all impacted by your attendance. Earnings statements reflect work and leave hours and miscellaneous deductions during a pay cycle.

A time card with your name, employee ID number, and pay location is used to record your time. A signed PS Form 3971 is critical for approving scheduled and unscheduled leave requests.

- [Handbook F-21, Time and Attendance](#)
- [Non-Career Employee Health Benefits Plan](#)
- [Federal Employee Health Benefits Plan](#)

For information on available Benefits, visit:  
<https://liteblue.usps.gov/humanresources/benefits>  
<http://blue.usps.gov/hr/>

~~Address all questions that employees may have relating to the resources.~~



## ~~Module 4:~~ Module 5: Employee Conduct

### Objectives:

Upon completion of this module, you will be able to:

- Define the rules and regulations governing conduct on Postal Service property.
- Recognize how Postal Service policies apply to sexual harassment, workplace violence, and workplace harassment.
- Apply the standards of ethical conduct regarding gifts, financial conflicts of interest, fundraising, political activities, government equipment, and resources.

### Time Allocated for Module:

- 90 minutes

### Summary:

### Instructional Methods:

- Lecture

### ~~•~~ ~~Introduction~~

- ~~Code of Conduct~~

### ~~•~~ ~~Ethics~~

- ~~Wrap-up~~

### ~~Instructional Methods:~~

- ~~Lecture~~

- ~~PowerPoint slides~~

- Interactive Discussion
- eLearning

### ~~eLearning~~ Participant Material Used:

- Employee ~~Quick~~ Reference Guide
  - ~~Standards of Ethical Conduct for Employees of the Executive Branch~~

- ~~Summary of Standards of Ethical Conduct for Employees of the Executive Branch~~
- ~~Supplemental Standards of Ethical Conduct for Postal Service Employees~~
- ~~Overview of the Ethics Laws and Regulations~~
- ~~Outside Employment and Activities~~
- ~~The Hatch Act and Political Activities~~
- ~~A Primer on Post-Employment Restrictions~~
- ~~Gifts from Outside Sources~~
- ~~Gifts Between Employees~~
- ~~Conflicts of Interests and Government Employment~~
- ~~Management Instruction EL-660-2009-10~~
- ~~General Principles of Ethical Conduct~~
- ~~USPS Headquarters Ethics Officials~~

**Media Required:**

- Computer/LCD projector
- Orientation Media DVD



## Introduction



**Facilitator:** Show slide 45-1, “Module 45: Employee Conduct.”



**Facilitator:** Show slide 45-2, “Objectives.”

Review and discuss the objectives and topics covered in this module (Summary).

## Code of Conduct



**Facilitator:** Show slide 45-3, “Code of Conduct.”

~~This classroom formatted eLearning course will explain~~ Code of conduct describes the rules and regulations governing conduct on Postal Service property.

Rules and Regulations Governing Conduct on Postal Service Property apply to all real property under the charge and control of the U.S. Postal Service, to all tenant agencies, and to all persons entering in or on such property.

These rules and regulations shall not apply to:

- a. Any portions of real property, owned or leased by the Postal Service, that are leased or subleased by the Postal Service to private tenants for their exclusive use.
- b. With respect to restrictions on soliciting, electioneering, collecting debts, vending, advertising and posting or depositing literature on sidewalks along the street frontage of Postal Service property falling within the property lines of the Postal Service that are not physically distinguishable from adjacent municipal or other public sidewalks and any paved areas adjacent to such sidewalks that are not physically distinguishable from such sidewalks.

|

## **Inspection and give you information**

**Facilitator: Show slide 5-4, Inspection. Review items that may be inspected and building closings.**

Purses, briefcases, and other containers brought into, while on, or being removed from the property are subject to inspection. However, items brought directly to a Postal Service facility's customer mailing acceptance area and deposited in the mail are not subject to inspection, except as provided by the Administrative Support Manual, section 274. A person arrested for violation of this section may be searched incident to that arrest.

Vehicles and their contents brought into, while on, or being removed from restricted nonpublic areas are subject to inspection. A prominently displayed sign shall advise in advance that vehicles and their contents are subject to inspection when entering the restricted nonpublic area, while in the confines of the area, or when leaving the area. Persons entering these areas who object and refuse to consent to the inspection of the vehicle, its contents, or both may be denied entry; after entering the area without objection, consent shall be implied. A full search of a person and any vehicle driven or occupied by the person may accompany an arrest.

Except as otherwise ordered, properties must be closed to the public after normal business hours. Properties also may be closed to the public in emergency situations and at such times as may be necessary for the orderly conduct of business. Admission to properties when closed to the public may be limited to authorized individuals who may be required to comply with Postal Service policies on sexual harassment, workplace violence, and workplace harassment sign the register and display identification when requested by Security Force personnel or other authorized individuals.

## **General Restrictions - Preservation of Property**

**Facilitator: Show slide 5-5, General Restrictions. Introduce general restrictions in place to preserve postal property.**

Improperly disposing of rubbish, spitting, creating any hazard to persons or things, throwing articles of any kind from a building, climbing upon the roof or any part of the building, or willfully destroying, damaging, or removing any property or any part thereof is prohibited.

~~Show eLearning course “Code of Conduct: USPS Employees” on the~~ All persons in and on property shall comply with official signs of a prohibitory or directory nature and with the directions of Security Force personnel or other authorized individuals.

## Disturbances

**Facilitator: Show slide 5-6, Disturbances. Review prohibitions on disturbances in entrances, foyers, corridors, offices, elevators, stairways, and parking lots.**

Disorderly conduct, or conduct that creates loud and unusual noise, or which impedes entrance to or departure from Post Offices or otherwise obstructs the usual use of entrances, foyers, corridors, offices, elevators, stairways, and parking lots, or which otherwise tends to impede or disturb the public or employees in the performance of their duties, or which otherwise impedes or disturbs the general public in transacting business or obtaining the services provided on Postal Service property, is prohibited.

## Gambling

**Facilitator: Show slide 5-7, Gambling. Review prohibitions on gambling.**

Participating in games for money or other personal property, the operation of gambling devices, the conduct of a lottery or pool, or the selling or purchasing of lottery tickets is prohibited on postal premises. This does not apply to state lottery tickets at vending facilities operated by licensed blind persons where such lotteries are authorized by state law.

## Alcoholic Beverages, Drugs, and Smoking

**Facilitator: Show slide 5-8, Alcohol, Drugs and Smoking. Review prohibitions on alcohol, drugs and smoking.**

Anyone under the influence of alcohol or any drug that has been defined as a “controlled substance” may not enter Postal Service property or operate a motor vehicle on Postal Service property. The possession, sale, or use of any “controlled substance” (except when permitted by law) or the sale or use of any alcoholic beverage (except as authorized by the Postmaster General or designee) on Postal Service premises is prohibited. The term “controlled substance” is defined in Title 21, United States Code, section 802. Smoking is prohibited in all Postal Service buildings and office space, including public lobbies.

Soliciting, Electioneering, Collecting Debts, Vending, and Advertising

**Facilitator: Show slide 5-9, Soliciting, Electioneering, Collecting Debts, Vending, and Advertising. Review prohibitions on Soliciting, Electioneering, Collecting Debts, Vending, and Advertising.**

Soliciting alms and contributions, campaigning for election to any public office, collecting private debts, commercial soliciting and vending, displaying or distributing commercial advertising, and collecting signatures on petitions, polls, or surveys (except as otherwise authorized by Postal Service regulations) are prohibited on Postal Service property. These prohibitions do not apply to the following:

- a. Commercial or nonprofit activities performed under contract with the Postal Service or pursuant to the provisions of the Randolph-Sheppard Act.
- b. Posting notices on employee bulletin boards as authorized by Title 39, Code of Federal Regulations (CFR) 243.2.
- c. The solicitation of U.S. Postal Service and other federal military or civilian personnel for contributions by recognized agencies as authorized by the Manual on Fund Raising Within Federal Service, issued under Executive Order 12353.



**Facilitator: Ask participants**~~Orientation~~  
~~Media DVD.~~

**During the eLearning, complete each activity by selecting volunteers to answer the following questions. Debrief by providing the correct answer.**

- 1. ~~Once the eLearning is complete, review/debrief the eLearning course. Allow employees to ask questions~~ Jennifer is collecting money from co-workers for the group's football lottery. Participants purchase squares on a sheet that represent scores in a given game. Can she and her co-workers participate in this activity at work?**

**No.** ~~If there are no questions, facilitate a brief discussion.~~



## **Ethics Videos**

**Participating in games for money or other personal property, the operation of gambling devices, the conduct of a lottery or pool, or the selling or purchasing of lottery tickets is prohibited on postal premises.**

2. **John's daughter is selling Girl Scout cookies and he would like to bring the order forms to work to see if any of his co-workers would like to support his daughter's troop. Can he bring the order forms to work?**

**No. Solicitation and vending is forbidden on postal property unless authorized and an official postal event.**

3. **Ed is a candidate for public office he plans to spend all day Saturday distributing leaflets and campaign button in the lobby of a very busy post office. Is he allowed to perform these activities on postal premises?**

**No. Leafleting, distributing literature, picketing, and demonstrating by members of the public in lobbies and other interior areas open to the public is prohibited.**

1. **Jennifer is collecting money from co-workers for the group's football lottery. Participants purchase squares on a sheet that represent scores in a given game. Can she and her co-workers participate in this activity at work?**
2. **John's daughter is selling Girl Scout cookies and he would like to bring the order forms to work to see if any of his co-workers would like to support his daughter's troop. Can he bring the order forms to work?**
3. **Ed is a candidate for public office he plans to spend all day Saturday distributing leaflets and campaign button in the lobby of a very busy post office. Is he allowed to perform these activities on postal premises?**



## Possession of Firearms and Other Dangerous Weapons on Postal Service Property Is Prohibited by Law

**Facilitator:** Show slide 5-10, Firearms and Weapons. Review prohibitions Firearms and Weapons on postal property.

Possessing a firearm or other dangerous weapon in a federal facility for other than official purposes, causing such a weapon to be present, or attempting to do so are punishable by a fine, imprisonment for up to one year, or both. If the prohibited weapon is intended to be used to commit a crime, the penalty is an increased fine, imprisonment for up to five years, or both.

No person on postal property may carry or store firearms, explosives, or other dangerous or deadly weapons, either openly or concealed, except for official purposes. Except for employees authorized by the chief postal inspector or the inspector general, postal employees are prohibited from possessing, carrying, or storing firearms while on duty, either on or off USPS property, and at any time on or within USPS property.

Report all firearms violations immediately to the United States Postal Inspection Service.

## **Ethics**

4-4, “Facilitator: Show slide 5-11, Ethics Videos: Ethics Introduction.”. Introduce the ethics video. These videos inform participants about Ethics guidelines and principles. Videos are located on USPS-TV/Workforce/Employee Training/Delivering Ethics.



• Show video via link on PPT or via USPS-TV: “Ethics Introduction.” Code of Conduct (Duration: 044:49).

These videos inform employees about all of the Ethics guidelines and principles. The videos can be found on USPS-TV/Workforce/Employee Training/Delivering Ethics.

## Ethics Introduction

Introduction to the videos by Mike Elston, [former](#) Chief Ethics and Compliance Officer. This also introduces us to the 14 General Principles of Ethical Conduct.



**Facilitator: Show slide 4-5, [“-12, Ethics Videos: Gifts.”](#) and [introduce the video.](#)**

**• Show video via link on PPT or via USPS-TV: [“Gifts.”](#) (Duration: 28:10)).**

This video covers the following information:

## General Rule

You may not accept gifts from prohibited sources or gifts offered to you because of your Postal Service position.

## What is a Prohibited Source?

A prohibited source is a person or organization doing business with the USPS, seeking to do business with the USPS, or seeking official action by the USPS.

## What is a Gift?

A gift is anything that has monetary value:

- Cash
- Gift Certificate
- Clothing
- Free Tickets
- Meals

## \$20/\$50 Exception

Non-cash gifts valued at \$20 or less may be accepted. However, the total value of gifts accepted from the same person or company in a calendar year cannot exceed \$50.

Consider appearances before accepting any gift. If the public would question it, do not accept it.

Remember – public service is a public trust.

Even with the \$20/\$50 exception, YOU MAY NEVER:

- Accept cash, checks, money orders, credit card gift cards.
- Solicit or coerce a gift.
- Accept a gift if it creates the appearance that laws or ethics regulations have been violated.

### Gifts Between Employees

#### *General Rule*

You may not give a gift, or contribute toward a gift, to a supervisor or a higher paid employee.

#### *Personal Friends*

You may give a gift to someone who is paid more than you only if you and that person are personal friends and that person is not your supervisor.

#### *Exceptions – Occasional Gifts*

For traditional yearly events, birthdays or holidays, you can give your supervisor or a higher paid employee a non-cash gift worth \$10 or less. This must be an individual gift, collections for group gifts are not permitted.

You can also share food and refreshments in the office. If you do a collection for the food and refreshments, contributions must be voluntary and no more than \$10 per person can be collected.

#### *Gifts for Special, Infrequent Occasions*

For occasions like marriage, birth, adoption, illness, retirement, transfer, or resignation you may give your supervisor or a higher paid employee an appropriate gift.

Only in these circumstances is a group gift acceptable, ~~as long as~~ if the collection is voluntary and contributions are no more than \$10 per person.

#### *Voluntary Contributions*

So that collections are truly voluntary, the individual soliciting and collecting contributions must not be a higher-level employee.

## Questions & AnswersActivity: Gifts



—Facilitator: Show slides 4-65-13 through 4-9, “5-16, Ethics Videos: Gifts.”. Once the video plays,

ask participants to answer each question and discuss responses.

Q 1:- Letter Carrier Henry received a \$20 gift card for a local hardware store from a business on his delivery route. A note clipped to the card says, “Thanks for great service!!” And remember: the earlier we get our mail, the better! (hint hint).” ). Should Henry accept the gift card?

A. -No.- A store gift card worth \$20 may not be accepted.

B. -Yes. -A store gift card worth \$20 may be accepted.

C. -No.- Even though Henry *may* accept a \$20 store gift card if his acceptance ~~won’t~~does not appear to violate the ethics rules, the note attached to the card makes it appear that the business is encouraging Henry to give it special treatment—; which ~~would violate~~violates the ethics rules.

*The gifts rules require employees to consider whether accepting a gift, even if an exception applies, could create the appearance that they are violating the ethics laws. You should consider these four factors (among others) prior to accepting an otherwise permissible gift: value, timing, identity (of donor), and access (the gift provides). An employee should never accept a gift that seems intended as an exchange for special treatment. Even if the gift card came without the special note, the Ethics Office would recommend that Henry think twice before accepting a gift simply for doing his job.*

Q 2:- ~~Supervisor Alice has a mid-morning meeting scheduled with a postal supplier. The supplier~~A customer comes in to drop off their mail and arrives with a big box of doughnuts he says is “for the office.” -How should ~~Alice~~you respond?

A.- “That’s a very nice gesture, but this office ~~doesn’t~~does not accept gifts of any kind from our ~~suppliers~~customers.”

- B.- “Thank you so much – you can just leave it ~~in my office~~ on the counter.”
- C. -“How thoughtful of you. -I’ll go put it on the table in the employee break room.”
- D. -“Wow, jelly doughnuts – my favorite!”

When a supplier who does business, or wants to do business, with the Postal Service brings gifts to employees, it usually looks improper, regardless of whether an exception may permit acceptance. Other suppliers may see (or hear about) this supplier’s gifts, and think they have to do the same to curry favor with employees. Employees and offices with a policy of not accepting gifts from suppliers, businesses, and customers will never run afoul of the gifts from outside sources rules.

**Q 3:-** When Clerk Julia returns to the office from an ocean beach vacation, she brings an \$8 box of ~~salt waters~~ saltwater taffy for her boss, and one for the office’s new part-time clerk. -May the boss and the new clerk accept their gifts?

- A.- Yes, both may accept the taffy.
- B. -The boss may accept, but the new clerk should say, “No, thank you.”
- C. -The new clerk may accept, but the best response for the boss is, “No, thank you.”**
- D. -Neither the boss nor the clerk should accept.

It’s a good bet that the new clerk earns less than Julia, so he may accept the taffy from Julia regardless of its value. Although the taffy is under the \$10 limit for gifts given on an occasional basis (birthdays, holidays, after vacations, etc.), Julia’s boss must consider whether accepting Julia’s gift could lead to concerns about favoritism or lead other employees to believe they also should give the boss gifts. A better approach is for the boss to ask Julia to leave the taffy out in the breakroom for everyone to enjoy.

**Q 4:-** Supervisor Alice has just announced she has accepted a Postmaster position in an office clear across the country. ~~She’ll be~~ She is moving at the end of the month.- May Henry and Julia take up a collection from other employees to purchase local goodies and crafts to create a gift basket for Alice that will remind her of her current office?

- A.- No, there should be no group gift collection because Alice is not retiring.

- B. -Yes, they may take up a collection ~~as long as~~if all contributions are voluntary and of nominal amounts (\$10 or less).**
- C.- They may take up a collection and, because Alice is leaving the District and Area, employees may donate any amount they wish.
- D. -Employees may give individual gifts worth \$10 or less, but there should be no group collection.

### **Answer Key: GIFTS**

Q 1: C. ~~No. Even though Henry may accept a \$20 store gift card if his acceptance won't appear to violate the ethics rules, the note attached to the card makes it appear that the business is encouraging Henry to give it special treatment—which would violate the ethics rules.~~

~~The gifts rules require employees to consider whether accepting a gift—even if an exception applies—could create the appearance that they are violating the ethics laws. You should consider these four factors (among others) prior to accepting an otherwise permissible gift: value, timing, identity (of donor), and access (the gift provides). An employee should never accept a gift that seems intended as an exchange for special treatment. Even if the gift card came without the special note, the Ethics Office would recommend that Henry think twice before accepting a gift simply for doing his job.~~

Q 2: A. ~~“That’s a very nice gesture, but this office doesn’t accept gifts of any kind from our suppliers.”~~

~~When a supplier who does business, or wants to do business, with the Postal Service brings gifts to employees, it usually looks improper, regardless of whether an exception may permit acceptance. Other suppliers may see (or hear about) this supplier’s gifts, and think they have to do the same to curry favor with employees. Employees and offices with a policy of not accepting gifts from suppliers, businesses, and customers will never run afoul of the gifts from outside sources rules.~~

Q 3: C. ~~The new clerk may accept, but the best response for the boss is, “No, thank you.”~~

~~It's a good bet that the new clerk earns less than Julia, so he may accept the taffy from Julia regardless of its value. Although the taffy is under the \$10 limit for gifts given on an occasional basis (birthdays, holidays, after vacations, etc.), Julia's boss must consider whether accepting Julia's gift could lead to concerns about favoritism, or lead other employees to believe they also should give the boss gifts. A better approach is for the boss to ask Julia to leave the taffy out in the breakroom for everyone to enjoy.~~

~~Q 4: B. Yes, they may take up a collection as long as all contributions are voluntary and of nominal amounts (\$10 or less).~~

A supervisor's transfer and/or promotion that will terminate her reporting relationships with subordinate employees is considered a special, infrequent occasion of personal significance (~~others~~other examples are retirement, birth or adoption of a child, marriage, etc.). Henry and Julia may take up a collection for voluntary, nominal employee contributions to purchase a group gift for Alice that is "appropriate to the occasion." A gift basket of items intended to remind Alice of her former co-workers and office is appropriate to the occasion. Only employees may make group gift contributions – contractors, suppliers, customers, and other outside sources may not.

**Facilitator: Show slide 4-10, "5-17, Ethics Videos: Conflicts of Interest and Impartiality." and introduce the video.**



**•Show video via link on PPT or via USPS-TV: "Conflicts of Interest and Impartiality." (Duration: 11:13)**).

## Conflicting Financial Interests

### General Rule

You may not act in your Postal Service capacity on anything that ~~will affect~~affects your financial interest or the financial interest of certain other individuals. If you do, you may be committing a federal crime.

Financial interests that are treated as if they are your own interests:

- Your spouse.

- Your minor child;
- Your future employer;
- Your business partner;
- A person for whom you are a trustee;
- An organization you serve as an officer, director, or employee;

### *Example of a conflict of interest*

It is a conflict of interest for you to work on anything that would affect your spouse's finances.

Therefore, if your spouse submits a bid for a cleaning contract and you participate in selecting your spouse to do the work, you have violated a criminal law.

### *What do I do if I think I have a conflict of interest?*

If your job duties will involve or affect your finances (or those of your spouse, minor child, future employer, or business partner), call the Ethics Office prior to taking any action.

## Impartiality

### *General Rule*

Unless you first get approval from the Ethics Office, you should not participate in anything that is likely to affect the financial interests of:

- A close relative.
- A household member (e.g. an adult child, a renter, a friend).
- A former employer (within the last year).
- A company or person that you have business with outside the USPS.
- The employer (or future employer) of your spouse, parent, or dependent child.
- An organization in which you actively participate.



## Activity: Conflicts of Interest and Impartiality



— **Facilitator:** Show slides **4-115-18** through **4-14, “5-21, Ethics Q&A: Conflicts of Interest and Impartiality.”**

## Questions & Answers: Conflicts of Interest and Impartiality

**Ask participants to answer each question and discuss responses.**

Q 1: ~~Postmaster John has~~As the postmaster, you have advertised locally for ~~the past month for~~ an office custodian ~~because the current contract cleaner is moving.~~ The only two applicants are ~~Supervisor Alice’s son’s girlfriend’s the~~ landlord, ~~and of your friend’s son’s girlfriend, and the husband of a~~ letter carrier ~~Julia’s husband. Is John in your office. Are you~~ permitted to consider both of these applicants for the cleaning contract?

- A. No, ~~he~~you may not consider ~~Julia’s~~the carrier’s husband because **Postal Service policies do not permit contracting with the family member of a postal employee unless Supply Management approves a deviation.**
- B. No, ~~he~~you cannot consider either one because they both have connections to postal employees or their families.
- C. Yes, the office is really big so ~~he~~you may need two cleaners.

*The Postal Service’s Supplying Principles and Practices (SP&Ps) does not permit contracting with postal employees or their family members.*

*In this case, one of the applicants is your friend’s husband (a family member), and the other is an employee’s son’s girlfriend’s landlord (not a family member). If the landlord is qualified to perform the cleaning duties, you may decide to contract with him without violating the SP&Ps or worrying about partiality or conflict concerns. If your friend’s husband had been the only applicant, you may have sought a deviation from Supply Management, following the process in Handbook AS-709.*

Q 2:- Bins in the back of the Springfield Post Office are filled with a lot of old office paper and cardboard. ~~John wants~~You want to engage a company nearby to pick up and recycle the contents of the bins. ~~His~~Your 14-year-old daughter works after school for ~~ShredWorks~~, a local recycling company. ~~May John~~Can you arrange for ~~ShredWorks~~this company to do the Post Office's recycling?

- A. No, because the financial interests of ~~John's~~your minor child are considered the same as ~~his~~your own – and ~~his~~your daughter has a financial interest in her after-school employer. Contracting in ~~his~~your postal capacity with ~~ShredWorks~~this company would be a conflict of interest ~~for John.~~
- B. Yes, ~~as long as John doesn't~~if you do not supervise ~~ShredWork's~~the recycling company's performance under the contract.
- C. No, because ~~ShredWorks~~the recycling company charges too much.
- D. Yes, if ~~John's~~your daughter is not one of the ~~ShredWorks~~recycling company employees assigned to the Post Office's recycling work.

*~~Q 3: Charlie is a~~You risk violating the criminal conflict of interest law if you give this postal clerk whosebusiness to a company in which you, your spouse, minor child, or certain others, have a financial interest. It would probably be best for you to turn over responsibility for contracting with and supervising a recycling company for the office, but the Ethics Office can help you identify all the appropriate options.*

Q 3: ~~Your~~Your sister does the bookkeeping for a small company that sends out ~~a lot of~~ packages from the Springfield Post Office. ~~After having ethics training,~~ ~~Charlie is~~you are concerned that maybe ~~he shouldn't~~you should not be the ~~counter~~window clerk who handles the company's incoming packages ~~because his.~~ ~~Due to your~~ sister ~~works~~working there. ~~Should,~~ should someone ~~other than Charlie~~else serve this business customer?

- A. ~~No, because it's.~~ **It is** unlikely that a reasonable person who knows that ~~Charlie's~~your sister works for the company will think ~~Charlie is~~you are giving the company special treatment at the counter.
- B. Yes, but only if ~~Charlie~~you typically ~~lets~~let the person who brings the packages to the Post Office cut in line in front of other customers (that is providing special treatment and being “partial”).
- C. Both A and B.

~~Q 4: John's administrative assistant, Susan, just started working part-time for her neighbor's barbeque catering business. During the Post Office's planning meeting for the local unveiling of the new "American Barbeque" stamp, Susan says she knows a business (the barbeque caterer) that can do the catering and will probably give the Postal Service a discount. Is this okay?~~

~~A. Yes, it's okay as long as Susan makes sure the Postal Service gets a discount on food.~~

~~B. No, Susan has a financial interest in this caterer (she works for it), so she must not be involved in arranging for it to get Postal Service business.~~

~~C. Yes, because the neighbor's barbeque catering business is by far the best caterer in the area.~~

### **Answer Key: Conflicts of Interest and Impartiality**

~~Q 1: A. No, he may not consider Julia's husband because Postal Service policies do not permit contracting with the family member of a postal employee unless Supply Management approves a deviation.~~

~~The Postal Service's Supplying Principles and Practices (SP&Ps) does not permit contracting with postal employees or their family members. In this case, one of the applicants is Julia's husband (a family member), and the other is an employee's son's girlfriend's landlord (not a family member). If the landlord is qualified to perform the cleaning duties, John may decide to contract with him without violating the SP&Ps or worrying about partiality or conflict concerns. If Julia's husband had been the only applicant, John may have sought a deviation from Supply Management, following the process in Handbook AS-709.~~

~~Q 2: A. No, because the financial interests of John's minor child are considered the same as his own—and his daughter has a financial interest in her after-school employer. Contracting in his postal capacity with ShredWorks would be a conflict of interest for John.~~

~~John risks violating the criminal conflict of interest law if he gives this postal business to a company in which he, his spouse, minor child, or certain others, have a financial interest. It would probably be best for John to turn over responsibility for contracting with and supervising a recycling company for the office, but the Ethics Office can help him identify all the appropriate options.~~

Q 3: ~~C. Both A and B (A: No, because it's unlikely that a reasonable person who knows that Charlie's sister works for the company will think Charlie is giving the company special treatment at the counter, and B: Yes, but only if Charlie typically lets the person who brings the packages to the Post Office cut in line in front of other customers (that is providing special treatment and being "partial."))~~

*Unless ~~Charlie has~~you have demonstrated that ~~he~~you cannot be impartial when ~~his~~your sister's employer comes in to mail packages, it seems unlikely that a reasonable person would think ~~Charlie~~you would treat this particular customer any better than any other because of ~~his~~your sister. ~~Charlie has~~You have an obligation to treat all customers well, and impartially.*

Q 4: You just started working part-time for your neighbor's barbeque catering business. During the planning meeting for the unveiling of the new "American Barbeque" stamp locally, you say you know a barbeque caterer that can cater the event and give the Postal Service a discount. Is this okay?

A. Yes, it's okay –if you make sure the Postal Service gets a discount on food.

**B. ~~No, Susan has~~you have a financial interest in this caterer (~~she works for it~~), so ~~she~~you must not be involved in arranging for it to get Postal Service business.**

C. Yes, because the neighbor's barbeque catering business is by far the best caterer in the area.~~Susan has~~

*You have a personal financial interest in ~~her~~your outside employer, the barbeque caterer. -As a result, ~~she~~you will create a serious problem for ~~herself~~yourself if ~~she becomes~~you become involved in selecting ~~her~~you outside employer to provide these services under contract to the Postal Service.- If another postal employee is placed in charge of arranging for a caterer for this event, he or she may certainly consider ~~Susan's~~your employer, and even engage ~~Susan's~~your employer to provide the food. ~~Susan is~~You are not an owner of the barbeque business, so there is no problem under the SP&Ps or ethics regulations if the caterer is selected by a postal official who does not have any personal or outside business connection with it. However, ~~Susan~~you should not recommend the barbeque business to those planning the Stamp event, nor should ~~she~~you notify the barbeque business that the Postal Service is looking for a caterer unless that information has already been made public (through advertising, for example).*

## Outside Activities



—Facilitator: Show slide ~~4-15,~~ “5-22, Ethics Videos: Outside Activities.”



—~~Show video via~~ click the link on PPT or via USPS-TV: “Outside Activities.” (Duration: 12:51)



—Outside Activities (Duration: 12:51) a  
nd introduce the video.

### General Rule

Any outside activities, whether paid or unpaid, must not interfere with your USPS work hours or job duties.

### Prohibited Outside Activities

You may NOT work:

- For a company that manufactures uniforms or other products required by USPS employees or customers.
- For a company that has a contract with the USPS to transport mail to or from your work location, or a facility within your delivery area.
- As a consultant on Postal Service operations, programs, or procedures.
- For a company that delivers mailable matter (except newspapers) outside the U.S. mail or for a Commercial Mail Receiving Agency (e.g., FedEx, UPS, Mail Boxes Etc.).

### Prior Approval for Outside Activities

Before taking on a second job, contact the Ethics Office if you will be working for a company:

- That you have official dealings with as a USPS employee.
- That depends on or is affected by Postal Service rates, fees, or classifications.
- That provides goods or services to the USPS.

### Activity: Outside Activities



**Facilitator:** Show slides 4-165-23 through 4-19,  
“5-26, Ethics Q&A: Outside Interests.”.

#### Questions & Answers: Outside Activities



**Ask participants to answer each question and**  
**discuss responses.**

Q 1:- After Julia learns from her ethics advisor that postal regulations prohibit her from accepting part-time seasonal employment with Federal Express (FedEx), she looks at other opportunities. -She sees that Amazon is looking for part-time help in its warehouses during the holiday season. She ~~wouldn’t~~would not be delivering packages for Amazon, as she would have for FedEx, so this job must be okay, ~~as long as if~~ it doesn’t~~does not~~ interfere with her work hours or her ability to do her postal job... right??  
?

- A. Yes, correct. -This is a warehouse job, and Amazon is an online retail company, not a delivery company.
- B. No,~~not~~ “right.”. Although Amazon is an online retail company, it is also a delivery company that delivers “mailable matter” (in this case, packages) outside the U.S. mails. Julia would violate ~~the~~ postal regulations on outside employment and business activities if she took an Amazon job.
- C. Yes, correct, because everyone knows Amazon does a lot of business with the Postal Service.

The Supplemental Standards of Ethical Conduct for Employees of the United States Postal Service (Supplemental Standards) prohibit employees from being employed by any company engaged in “the delivery outside the [U.S.] mails any mailable matter,” except daily newspapers. Companies whose business includes delivering packages and items that could otherwise be sent using the U.S. mail include FedEx, UPS, DHL, and Amazon – among possible others.

A postal employee may not work in any job for such companies, even in a job that does not involve delivery activities (for example, loading trucks, warehouse inventory, IT, maintenance, etc.), or is seasonal.

Q 2:- Alice, who is retiring soon, receives an unexpected call from the owner of a company that Alice worked with many years ago when she was a supervisor in another Post Office. The owner heard through the grapevine that Alice will be retiring, and he says he has a part-time position open that would be perfect for her after she retires. Does Alice need to wait until after she retires to talk more with the owner about the potential job?

- A. Yes, because she had worked with the owner and his company in an earlier position.
- B. Yes, because this company does business with the Postal Service.
- C. No, because Alice has not worked with this company or its owner in her postal capacity since she started working at the Springfield Post Office ~~a number of~~ several years ago.**

If Alice’s current responsibilities involved or affected this company and its owner, she would need to tell the owner “No, thank you – I’m not interested” and contact the Ethics Office for specific guidance. But because Alice has had no official postal responsibilities involving the owner and company since she transferred to the Springfield office a few years ago, there are no impartiality or conflict of interest concerns. Alice may talk with the owner about the potential job, and even start working at it before she leaves the Postal Service, if it will not interfere with her postal hours and duties. She must also be absolutely certain not to work on any postal matters involving the company before she retires.

Q 3:- Bradley, a former employee who retired from the Springfield Post Office last year has just opened an “Addresses R Us” store in town. -The store is a Commercial Mail Receiving Agency (CMRA), offering customers the ability to have their mail delivered to, and available for pickup at, the store. Bradley has asked some of his former co-workers, including Julia, if they are interested in working part-time at his store. Julia is interested. -Is this a job she can accept?

- A. Yes, because Bradley is a retired postal employee.



B. No. -Postal employees may not work for anyone who operates a CMRA.

C. Yes, but only if she first quits her postal job or retires.

**D. B and C.**

The Supplemental Standards do not allow current postal employees to work for any person or company that operates a Commercial Mail Receiving Agency (CMRA), such as Addresses R Us, Kinko's/FedEx, The UPS Store, Pack'n'Mail, etc. However, once an employee leaves Postal Service employment, the Supplemental Standards no longer apply, and she is free to work at any of these CMRAs.

Q 4:- Chris, another current employee of the Springfield Post Office is planning to retire next year, and has already started setting up a graphics business that he expects to expand once he retires. To help get the new business off the ground, Chris brings some flyers to work that feature some of the t-shirt designs he's created. In the break room, he sets out the flyers and order forms for his co-workers, who will get a good price on the t-shirts. Has Chris done anything wrong?

A. Yes.- All postal employees are prohibited from engaging in sales activities, including soliciting for business and receiving orders, for themselves or any other person, while on duty, in uniform, or at any postal facility.

B. No. -It's smart for Chris to start his personal business while he's still a postal employee and has access to lots of potential "customers" (his co-workers).

C. Yes. Chris shouldn't bring the flyers into the Post Office until after he retires.

### **Answer Key: Outside Activities**

~~Q 1: B. No, not "right." Although Amazon is an online retail company, it is also a delivery company that delivers "mailable matter" (in this case, packages) outside the U.S. mails. Julia would violate the postal regulations on outside employment and business activities if she took an Amazon job.~~



~~The Supplemental Standards of Ethical Conduct for Employees of the United States Postal Service (Supplemental Standards) prohibit employees from being employed by any company engaged in “the delivery outside the [U.S.] mails any mailable matter,” except daily newspapers. Companies whose business includes delivering packages and items that could otherwise be sent using the U.S. mail include FedEx, UPS, DHL, and Amazon among possible others. A postal employee may not work in any job for such companies, even in a job that doesn’t involve delivery activities (for example, loading trucks, warehouse inventory, IT, maintenance, etc.), or is seasonal.~~

Q 2: C. No, because Alice has not worked with this company or its owner in her postal capacity since she started working at the Springfield Post Office a number of years ago.

~~If Alice’s current responsibilities involved or affected this company and its owner, she would need to tell the owner “No, thank you—I’m not interested” and contact the Ethics Office for specific guidance. But because Alice has had no official postal responsibilities involving the owner and company since she transferred to the Springfield office a few years ago, there are no impartiality or conflict of interest concerns. Alice may talk with the owner about the potential job, and even start working at it before she leaves the Postal Service, if it won’t interfere with her postal hours and duties. She must also be absolutely certain not to work on any postal matters involving the company before she retires.~~

Q 3: D. B. No. Postal employees may not work for anyone who operates a CMRA. AND C. Yes, but only if she first quits her postal job or retires.

~~The Supplemental Standards do not allow current postal employees to work for any person or company that operates a Commercial Mail Receiving Agency (CMRA), such as Addresses R Us, Kinko’s/FedEx, The UPS Store, Pack’n’Mail, etc. However, once an employee leaves Postal Service employment, the Supplemental Standards no longer apply, and she is free to work at any of these CMRAs.~~

Q 4: A. Yes. All postal employees are prohibited from engaging in sales activities, including soliciting for business and receiving orders, for themselves or any other person, while on duty, in uniform, or at any postal facility.

*The Supplemental Standards strictly prohibit an employee from conducting sales activities in the postal workplace. -Chris may mean well, but he has violated the Supplemental Standards by bringing the marketing flyers and order forms into the Post Office. It ~~doesn't~~does not matter if the business Chris is selling for is his own, or someone else's – he may not ~~conducts~~conduct sales or take orders in a postal facility, at any time, even if he is not “on the clock.” Even after Chris retires, he ~~won't~~will not be able to bring his business flyers and order forms to the Post Office to build his graphics business, -because different postal regulations – the Conduct on Postal Property rules – prohibit solicitation for commercial purposes, and the distribution of commercial advertising, on postal property (these prohibitions affect everyone, not just postal employees).*



— **Facilitator:** Show slide ~~4-20,~~ “5-27, Ethics Videos: Fundraising and Misuse of Position.”



— **Show video via link on PPT or via USPS-TV: “Fundraising and Misuse of Position.” (Duration: 13:20).**

**Introduce the Fundraising and Misuse of Position video.**

## **Fundraising**

Fundraising is the collection of money or the sale of items to raise money for a nonprofit organization.

The Combined Federal Campaign (CFC) is the only authorized fundraising in the USPS workplace.

## **Misuse of Position**

### **General Rule**

It is a misuse of your position to:

- Use your public office for private gain.
- Use government property or official time for non-government business.
- Endorse private products, services, individuals, or companies.

- Use nonpublic information for other than official Postal Service business.

### Examples of Misuse of Position

- Using Postal Service time or equipment to sell products at work or to conduct a real estate business on the clock.
- Printing 75 flyers for a local Little League team on the office copier.
- Using the government car to run a personal errand.
- Borrowing money from your cash drawer.

### Activity: Fundraising and Misuse of Position



**Facilitator:** Show slides [4-215-28](#) through [4-24, “5-31, Ethics Q&A: Fundraising and Misuse of Position.”](#)

### Questions & Answers: Fundraising and Misuse of Position

Ask selected to answer each question and discuss responses.

Q 1:- As you saw in the video, Susan, the Postmaster’s assistant, now knows that federal ethics regulations and postal policies do not permit the use of postal time or equipment in connection with outside business activities. Now, she has a question about her [Realty Office’s realty office’s](#) collection of school supplies (and money to buy them) to benefit a local [Kindergarten kindergarten](#) class. ~~Because~~ [Since](#) it ~~wouldn’t~~ [does not](#) involve postal time or activities for Susan to put up a notice on the employee bulletin board ~~about this collection~~ and put a box out for donations, is it okay for her to do?

- A. Yes, because Susan is right that putting up the notice and setting out the box ~~don’t~~ [do not](#) involve the use of postal time or equipment.
- B. No, because this type of collection qualifies as “fundraising,” and fundraising is prohibited in the postal workplace and on postal property, except for the Combined Federal Campaign.**
- C. No, because the Realty Office is in another city, and not a customer of the Springfield Post Office.

The proposed collection is for school supplies and money to benefit a local kindergarten class. Except for the Combined Federal Campaign (CFC), collections of monetary donations are never permitted on postal property because of Fundraising and Conduct on Postal Property regulations. Collections of non-monetary items to benefit a charitable or community group may only be permitted if they meet eligibility requirements and are approved by the Area Vice President under the Community Service & Activities Policy (CSAP) in Section 333.7 of the Administrative Support Manual (ASM). Non-monetary items can be collected, if approved through CSAP, only from employees, and only in non-public (employee-only) areas of a postal facility.

Q 2: -Supervisor Alice had to quickly get to another ~~Post Office~~post office to pick up supplies for the Springfield PO. Because there was no postal vehicle available for her to use, Alice used her personal vehicle. After she got on the road, Alice realized that her tank was almost on empty. She stopped at the nearest gas station and used a postal fuel card to put in just enough gas to allow her to pick up the supplies and get back to the office. -Was it okay for Alice to have used the postal fuel card?

- A. Yes, because she was conducting postal business with her personal vehicle.
- B. Yes, because she was under pressure to do this errand fast in order to get back to the office.
- C. No, because under no circumstances should a postal fuel card (or any other postal credit card) be used to pay for gas for an employee's personal vehicle.**

Using a postal fuel card or any other postal credit or purchase card for anything other than an authorized purpose is a violation of the misuse of government property section of the ethics rules. Although Alice's quick trip in her personal vehicle was related to postal business, it is always a misuse of government property to use a postal credit card to put gas in a personal vehicle. Alice should have used a personal credit card to get gas for her car, asked someone else (whose car had sufficient fuel) to make the trip for her, or gotten authorization to use a postal vehicle.

Q 3:- Two letter carriers in the Springfield Office are co-leaders of their children's scout troop. ~~It's~~It is almost time for the annual scout candy sale. -The carriers put ~~a number of~~several order forms in the employee locker room, and let everyone know that the troop ~~will be~~is selling candy outside the local shopping mall over the weekend. Did these actions create any problems?

- A. No, because the candy is very popular and well-priced, and the fundraising is for a good cause.

- B. No, because they have sold this candy in the workplace for at least the past 5 or 6 years.
- C. **Yes, their actions created problems. This candy sale is fundraising, so order forms must not be brought to the workplace. The carriers may not publicize this or any other troop fundraising activity in the workplace. If asked by a co-worker when the annual sale is taking place, the carriers may answer, but publicizing the sale, taking orders, and selling the candy in the workplace is prohibited.**

The only fundraising activities that may take place on postal property are the annual CFC activities. The carriers may not sell their children's scout candy, solicit donations related to their participation in a local charity walk or race, or publicize their church's chili dinner to raise funds for missionary work.

Fundraising that is not official CFC fundraising is not permitted in the postal workplace – period.

Q 4:- Each October, the Springfield P.O. is decorated in pink for Breast Cancer Awareness (BCA) month to promote the sale of Breast Cancer Research stamps. -This coming October, Postmaster John would like to put out pink cookies on a lobby table and ask customers for a 50-cent donation per cookie, then give the proceeds to a local cancer prevention organization. He uses his postal email to send requests to local bakeries asking for donations of cookies. Any issues raised by ~~this~~ plans?

- A. No, because postmasters should be looking for creative ways to get customers into the office to purchase stamps.
- B. **John has misused his position as postmaster (and violated the gifts from outside sources rule) by asking non-postal sources for donations of cookies (“gifts”). And if he charges for the cookies for the benefit of a charitable organization, he will also violate the fundraising rules.**

### **Answer Key: Fundraising and Misuse of Position**

~~Q 1: B. No, because this type of collection qualifies as “fundraising,” and fundraising is prohibited in the postal workplace and on postal property, except for the Combined Federal Campaign.~~

~~The proposed collection is for school supplies and money to benefit a local Kindergarten class. Except for the Combined Federal Campaign (CFC), collections of monetary donations are never permitted on postal property because of Fundraising and Conduct on Postal Property regulations. Collections of non-monetary items to benefit a charitable or community group may only be permitted if they meet eligibility requirements and are approved by the Area Vice President under the Community Service & Activities Policy (CSAP) in Section 333.7 of the Administrative Support Manual (ASM). Non-monetary items can be collected, if approved through CSAP, only from employees, and only in non-public (employee-only) areas of a postal facility.~~

Q 2: C. No, because under no circumstances should a postal fuel card (or any other postal credit card) be used to pay for gas for an employee's personal vehicle.

~~Using a postal fuel card or any other postal credit or purchase card for anything other than an authorized purpose is a violation of the misuse of government property section of the ethics rules. Although Alice's quick trip in her personal vehicle was related to postal business, it is always a misuse of government property to use a postal credit card to put gas in a personal vehicle. Alice should have used a personal credit card to get gas for her car, asked someone else (whose car had sufficient fuel) to make the trip for her, or gotten authorization to use a postal vehicle.~~

Q 3: C. Yes, their actions created problems. This candy sale is fundraising, so order forms must not be brought to the workplace. The carriers may not publicize this or any other troop fundraising activity in the workplace. If asked by a co-worker when the annual sale is taking place, the carriers may answer, but publicizing the sale, taking orders, and selling the candy in the workplace is prohibited.

~~The only fundraising activities that may take place on postal property are the annual CFC activities. The carriers may not sell their children's scout candy, solicit donations related to their participation in a local charity walk or race, or publicize their church's chili dinner to raise funds for missionary work. Fundraising that is not official CFC fundraising is not permitted in the postal workplace period.~~

~~Q 4: B. John has misused his position as postmaster (and violated the gifts from outside sources rule) by asking non postal sources for donations of cookies (“gifts”). And if he charges for the cookies for the benefit of a charitable organization, he will also violate the fundraising rules.~~

*An employee may not use his or her postal position for private gain – his own, or another’s. In this case, John misused his position as Postmaster to solicit local businesses to donate cookies for his own gain as PM, and the gain of the charitable organization that would be the recipient of the proceeds from the cookie sales. His plan to raise funds by selling the cookies for the charity’s benefit would violate the fundraising rules. If John would like to have pink cookies for customers during BCA month and comply with the ethics rules, he either needs to purchase the cookies or accept voluntary donations of cookies from his employees (no one may be forced to contribute cookies), and the cookies must be given for free to customers who visit the PO lobby. [Note: John also violated the gifts from outside sources rule, which prohibits an employee from soliciting for a gift (his message to businesses was a solicitation for the gift of free cookies)].*

### The Hatch Act



— **Facilitator:** Show slide 4-25, “5-32, Ethics Videos: The Hatch Act.”



— Show video via link on PPT or via USPS-TV: “The Hatch Act.” (Duration: 11:00).

The Introduce the Hatch Act video.



Generally, a postal employee may participate in political activities as long as if he does not run as a candidate for office in a partisan election, or use his official title, authority, or the fact that he is a postal employee in furtherance of any campaign in a partisan race. An employee may even manage a partisan political campaign as long as if he does not solicit or receive political contributions. The prohibition against soliciting or receiving political contributions does not prevent an employee from organizing a fundraising event, as long as if he does not personally solicit, accept or receive political contributions in connection with that fundraising. Or, the employee may supply names for the invitation list and introduce the speaker at a fundraising event. Additionally, the employee may go so far as to serve as the treasurer of a partisan campaign, as long as if he does not personally solicit or accept political contributions.

### Activity: Hatch Act



—**Facilitator:** Show slides 4-265-33 through 4-30, “5-37, Ethics Q&A: The Hatch Act.”.

### Questions & Answers: Hatch Act

Ask participants to answer each question and discuss responses.

Q 1:- When Postmaster John arrives at work, he notices that two of the clerks are wearing “Smith for U.S. Senate” buttons on their uniform shirts. -Smith is a Green Party candidate in the Senate race. -Does the Hatch Act permit employees to wear the Smith buttons?

- A. Yes, because Smith is not a Democrat or Republican.
- B. No, because wearing a pin (or hat, or t-shirt, etc.) advocating for any candidate in a partisan election is a violation.**
- C. Yes, because the clerks are leaving the office to attend ethics training.

Wearing or displaying an item bearing the name or image of a candidate, political party, or political group while on duty, in uniform, on postal or federal property, or in a government vehicle, qualifies as “political activity.” The clerks may not wear these buttons anywhere on postal property (Lobby, breakroom, workroom floor, etc.), while in their uniforms, or at the ethics training session because they are attending it while on duty.



Q 2:- An employee in John's office is concerned that other employees were discussing the Senate race in the break room this morning. -Even though their discussion was friendly, have they violated the Hatch Act?

- A. Yes, because political discussions in the workplace are never permitted.
- B. Yes, because the candidates in the Senate race are all affiliated with political parties.
- C. **Probably not, as long as if the employees were only expressing opinions between themselves, and their discussion did not disrupt the workplace.**

Sharing opinions is fine, but political discussions in the workplace can stir up a lot of emotion and disrupt the workplace. Employees may not engage in political activity – which is defined as activity directed at the success or failure of a political party, candidate for partisan political office, or partisan political group – while on duty, in any postal or federal room or building, while wearing a uniform or official insignia, or using any federally owned or leased vehicle. Employees who choose to keep their political opinions outside the workplace are unlikely to disrupt it!

Q 3:- A letter carrier asks John if it is okay for her to stop by a “Smith for Senate” rally during her 30-minute lunch break. -It is only a block away from her assigned delivery route. -How should John respond?

- A. **“No, it’s not okay, because you will be in uniform, and you may not engage in partisan political activity while in uniform.”**
- B. **“Yes, as long as if you only take a 15-minute lunch break and stand in the back of the crowd.”**
- C. **“I’m not sure – let’s call the Ethics Office to find out.”**

By attending a partisan political rally while in uniform, the carrier would violate the Hatch Act even though she is not on the clock. If she wanted to attend the rally during her lunch break, she could do so **only** if she changed out of her uniform and did not use the assigned postal vehicle to transport herself to the rally. Her mere attendance at the rally while she is in uniform-- even if she only stands quietly – constitutes impermissible participation in political activity.

Q 4:- A supervisor in John's office has been asked by the town's mayor to complete the term of a Town Council member who has moved. Another employee in John's office has been asked to run for a Town School Board seat. Can either of the employees say “yes” to these requests?

- A. No, because these are political activities and employees cannot participate in them.
- B. Yes, both may say yes. -The carrier may accept an appointment to fill a vacant seat, even if the last election to fill the seat was partisan – but the Hatch Act will not permit him to be a candidate for the seat in the next partisan election. The other employee may run for School Board because it is a nonpartisan election, in which no candidate is affiliated with a political party.**

~~Q 5: Before she was hired by the Postal Service, a new employee in John's office won a partisan election for Town Treasurer, a part time position. After hearing about the Hatch Act in orientation, she is worried that she must give up her elected position. Is that correct?~~

- ~~A. No. She may continue to serve as Town Treasurer until the next election, but will not be able to run as a candidate for re-election in a partisan race.~~
- ~~B. Yes, she should resign from her elected position because she won it in a partisan race.~~
- ~~C. No, but she should resign if her duties as Town Treasurer will interfere with her postal work hours and duties, and interfere with her ability to perform her postal job.~~
- ~~D. Both A and C.~~

### **Answer Key: Hatch Act**

**~~Q 1: B. No, because wearing a pin (or hat, or t-shirt, etc.) advocating for any candidate in a partisan election is a violation.~~**

~~Wearing or displaying an item bearing the name or image of a candidate, political party, or political group while on duty, in uniform, on postal or federal property, or in a government vehicle, qualifies as "political activity." The clerks may not wear these buttons anywhere on postal property (Lobby, breakroom, workroom floor, etc.), while in their uniforms, or at the ethics training session because they are attending it while on duty.~~

**~~Q 2: C. Probably not, as long as the employees were only expressing opinions between themselves, and their discussion did not disrupt the workplace.~~**

~~Sharing opinions is fine, but political discussions in the workplace can stir up a lot of emotion and disrupt the workplace. Employees may not engage in political activity which is defined as activity directed at the success or failure of a political party, candidate for partisan political office, or partisan political group while on duty, in any postal or federal room or building, while wearing a uniform or official insignia, or using any federally owned or leased vehicle. Employees who choose to keep their political opinions outside the workplace are unlikely to disrupt it!~~

**Q 3: A. “No, it’s not okay, because you will be in uniform, and you may not engage in partisan political activity while in uniform.” [And also C, because calling the Ethics Office for guidance is always a correct answer!]**

~~By attending a partisan political rally while in uniform, the carrier would violate the Hatch Act even though she is not on the clock. If she wanted to attend the rally during her lunch break, she could do so **only** if she changed out of her uniform and did not use the assigned postal vehicle to transport herself to the rally. Her mere attendance at the rally while she is in uniform even if she only stands quietly constitutes impermissible participation in political activity.~~

**Q 4: B. Yes, both may say yes. The carrier may accept an appointment to fill a vacant seat, even if the last election to fill the seat was partisan—but the Hatch Act will not permit him to be a candidate for the seat in the next partisan election. The other employee may run for School Board because it is a nonpartisan election in which no candidate is affiliated with a political party.**

An employee may be appointed to partisan political office because the Hatch Act prohibits him from being a candidate in a partisan election, not from holding the office. Also, if an election is nonpartisan (meaning, none of the candidates are representing a political party that fielded a candidate in the last presidential election), an employee may be a candidate. Most school board elections are non-partisan (but always check!).

**Q 5: Before she was hired by the Postal Service, a new employee in John’s office won a partisan election for Town Treasurer, a part-time position. After hearing about the Hatch Act in orientation, she is worried that she must give up her elected position. Is that correct?**

~~D. Both A. (No. She may continue to serve as Town Treasurer until the next election, but mayis not be able to run as a candidate for re-election in a partisan race.~~

B. Yes, she should resign from her elected position because she won it in a partisan race.) ~~AND~~

C. ~~(No, but she should resign if her duties as Town Treasurer will interfereinterferes with her postal work hours and duties, and interfereinterferes with her ability to perform her postal job.~~

D. Both A and C.

*A new employee may serve out her term in a position to which she was elected prior to her postal employment, if it ~~doesn't~~does not conflict with her postal job, ~~but can't~~. However, they cannot run for re-election in a partisan race.*

Transition to discuss Employee Collusion and the "Ghost Town" video.

Facilitator: Show slide 5-38 Employee Collusion



Show slide 4-31 "Employee Collusion" "Ghost Town" Video



Show video via link on PPT or via USPS-TV: "Ghost Town." (Duration: 03:00).

Introduce the Ghost Town video.

**Once the video is complete, review/debrief the video. If there are no questions, facilitate a brief discussion.**

Ghost Town," the employee collusion video, speaks directly to the issue of employee involvement in criminal activity. It informs the employee that such activity may seem harmless, or a way to solve money problems but it is not. It further explains to the employee there are serious repercussions for these types of activities. If an employee is approached by someone encouraging these types of activities, the employee should immediately contact their supervisor and the Postal Inspection

Service. ~~It's~~ It is the job of the Postal Inspection Service to protect the employee and by alerting Inspectors, employees are all helping to protect all employees.

## Ethics Documents



~~Facilitator:~~ Show slide ~~4-32,~~ “5-39, Ethics Videos: Wrap-Up.”



~~.~~ Show video via link on PPT or via USPS-TV: “Ethics Wrap-Up.” (Duration: 01:30).

Refer ~~participant~~employees to the Ethics job aids in the Employee ~~Quick~~ Reference Guide pages ~~1—32, 9-14.~~

~~Note that each~~Each job aid provides additional details on the information discussed in this module ~~and allow.~~ Allow participant~~employees~~ 5~~five~~ minutes to look through the job aids.

## ~~Wrap-up~~

## ~~Summary~~

## Summary



**Facilitator:** Show slide ~~4-33~~, “~~5-40~~,  
Summary.”

**Review and briefly discuss the topics presented within the module.**

The Postal Service has zero tolerance policies regarding sexual harassment, workplace violence, and workplace harassment that apply to all employees of the Postal Service.

- Employees may not accept gifts from prohibited sources or gifts offered due to their Postal Service position.

Employees may not give a gift or contribute toward a gift for a supervisor or a higher paid employee.

You may not act in your Postal Service capacity on anything that ~~will affect~~affects your financial interest or the financial interest of certain other individuals.

## For Further Information

## For Further Information



**Facilitator:** Show slide 4-34, “5-41, For Further Information.”

Refer participantemployees to the Additional Resources job aid within the quick reference guideEmployee Reference Guide and point out the listed resources listed below.

Address all questions that participantemployees may have relating to the resources.

- Poster 7, Rules and Regulations Governing Conduct on Postal Service Property
- Poster 158, Possession of Firearms and Other Dangerous Weapons on Postal Service Property is Prohibited by Law
- Ethics Helpline: (202) 268-6346
- Ethics Email: “Ethics Help” (internal) or [ethics.help@usps.gov](mailto:ethics.help@usps.gov)

~~Address all questions that employees may have relating to the resources.~~





## ~~Module 5~~: Module 6: Employee Resources

### Objectives:

Upon completion of this module, you will be able to:

- Identify EAP services and ways to access EAP resources.
- Locate and utilize information about [Learning and DevelopmentHERO](#).
- Access and log in to Lite Blue and PostalEASE.
- Locate online resources.

### Time Allocated for Module:

- 60 minutes

### Instructional Methods:

- Lecture

### Summary:

#### ~~Introduction~~

- ~~Employee Assistance Program (EAP)~~
- ~~Learning and Development~~
- ~~Lite Blue and PostalEASE~~
- ~~USPS.com~~
- ~~Additional Resources~~
- ~~Wrap-up~~

### ~~Instructional Methods:~~

- ~~Lecture~~

- ~~PowerPoint slides~~

- Interactive Discussion
- Instructor Demonstration
- eLearning
- Additional Presenters (optional)

### Participant Material Used:

- Employee ~~Quick~~ Reference Guide

- Accessing LiteBlue and PostalEASE
- Managing Your Compensation
- Managing Your Health Benefits
- Resetting Your USPS Self-Service Password
- Additional Resources

**Media Required:**

- Computer/LCD projector
- Orientation Media DVD

## Introduction

**Facilitator:** Prior to presenting this module, invite an EAP representative to address the class.

## ~~Introduction~~



**Facilitator:** Show slide 56-1, “Module 56: Employee Resources.”



— **Facilitator:** Show slide 56-2, “Objectives.”

Review and discuss the objectives and topics covered in this module (Summary).

## *Employee Assistance Program (EAP)*



**Facilitator:** Show slide 56-3, “Employee Assistance Program (EAP).” Introduce the course. Once the eLearning is complete, review/debrief the eLearning course. Allow participants to ask questions. If there are no questions, facilitate a brief discussion



**Facilitator:** Show eLearning course Employee Assistance Program (EAP): USPS Employees.

A link to the eLearning is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD.

If an EAP speaker addresses the class, you do not need to show the eLearning course. Introduce the EAP course.

Once the eLearning is complete, review/debrief the eLearning course. Allow employees to ask questions. If there are no questions, facilitate a brief discussion. The Postal Service EAP is a free, voluntary, and confidential program that offers assessment, referral, short-term counseling, and work/life consultation to Postal Service employees and their families. This classroom formatted eLearning course will explain the benefits and availability of the Employee Assistance Program (EAP), who is eligible for the program, and ways to access this valuable resource.

~~If an EAP speaker addresses the class, you do not need to show the eLearning course.~~



~~\_\_\_\_\_ Show eLearning course “Employee Assistance Program (EAP): USPS Employees.”~~

~~A link to the eLearning is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD provided as part of your facilitator guide.~~

~~Once the eLearning is complete, review/debrief the eLearning course. Allow employees to ask questions. If there are no questions, facilitate a brief discussion.~~

## ***Learning and Development***

- **Facilitator:** Show slide 56-4, **“LearningHERO. and Development.”**

~~The United States Postal Service provides a variety of training and development programs specifically designed for the growth and development of employees in every facet of their Postal Service careers.~~

~~Your interest in your Postal Service career, desire to do your job properly, and ability to learn the skills of your position will all contribute to your success as a Postal Service employee and your accomplishments as an individual.~~

**Inform employees that they will be**  
**Discuss the HERO platform and the benefits of HERO.**

**Refer participants to Job Aid 6.1, HERO Reference Materials in the Employee Reference Guide pages 15-18.**

**Employees are** notified of required training by their supervisors along with instructions to complete the training.

HERO is the Postal Service's platform for everything related to your learning and development. In HERO, you can create your own professional HEROProfile which is shared with the entire organization, request conversations with your manager, choose from over 3,000 free self-development courses, and more.

## ***LiteBlue and PostalEASE***



- **Facilitator:** Show slide 6-5-5, **“ LiteBlue and PostalEASE.”**

**Explain to employees that** USPS LiteBlue is the employee portal used to access **HERO and** various employment and compensation information.

**Refer participants to Job Aid 6.2, Accessing LiteBlue and PostalEASE in the Employee Reference Guide pages 19-20.**

*LiteBlue* is a secure Postal Service employee self-service website where you can access information about the USPS, as well as manage personal information, such as [your](#) address and phone number, ~~in~~ Postal Service records, and payroll options. [LiteBlue is also where you can access HERO, located on the right-hand side of the LiteBlue home page.](#)

To access *LiteBlue*, use your 8-digit Employee Identification Number (EIN), as well as your USPS Self-Service Password. If you do not know your Self-Service Password, or feel its security has been compromised, you can manage your Self-Service Password at [www.ssp.usps.gov](http://www.ssp.usps.gov).

In *LiteBlue*, employees have access to ePayroll where you can view and print detailed earning statements for the current and prior pay periods. In addition, since you can print an ePayroll earning statement whenever you want, ePayroll also offers you the choice to turn off the printing and mailing of your hardcopy earnings statement with the option to reactivate at your convenience.

From *LiteBlue* you also have access to *PostalEASE*, where you can make payroll and benefit selections, including making changes to your Federal W4 and State Tax information. One of the first applications many employees access in *PostalEASE* is to establish allotments and net to bank direct deposits.

## Accessing and Navigating LiteBlue and PostalEASE



~~Refer employees to Job Aid 5.1, “Facilitator: Show slide 6-6, Accessing LiteBlue and PostalEASE” in the Employee Quick Reference Guide pages 33-34.~~



~~Show slide 5-6, “Accessing LiteBlue.”~~



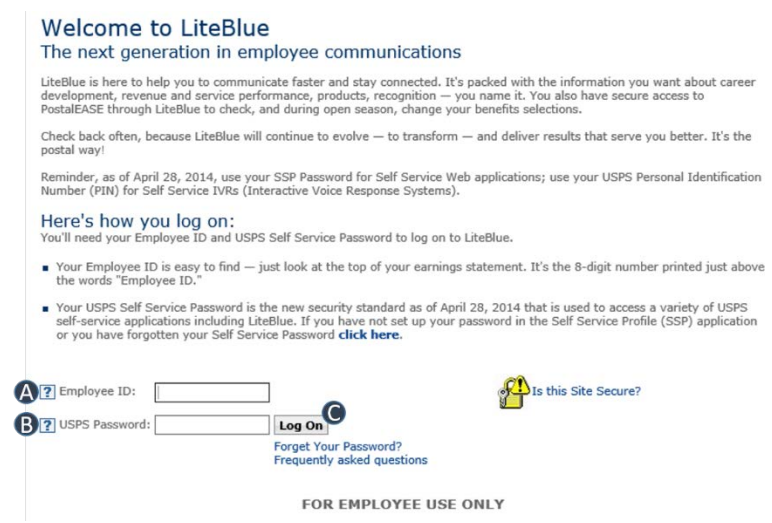
Using steps below, log into your LiteBlue account and demonstrate how to access and navigate LiteBlue ~~and PostalEASE.~~ ~~(Use the PPT slides as backup if you are unable to log into your account.)~~

Encourage participants to watch the demonstration and follow along with the steps outlined in the job aid.

Before continuing, highlight where HERO is located on the right-hand side of the LiteBlue home page, encourage them to complete their HEROProfile.

**Call attention to some of the additional resources found on the LiteBlue homepage (e.g., District Sites, Area Updates, Employee Deals). Links to key resources can be found in the online resources job aid discussed later in this module.**

## **Job Aid 6.2: Accessing LiteBlue and PostalEASE**

<b><u>ACCESSING LITEBLUE</u></b>	
<b><u>Step 1:</u></b>	<p>From the Internet, enter "<a href="http://liteblue.usps.gov">liteblue.usps.gov</a>" in the URL.</p> 
<b><u>Step 2:</u></b>	<p>From the LiteBlue Welcome page:</p> <ol style="list-style-type: none"> <li><b><u>A</u></b> Enter your 8-digit <i>Employee ID</i>.</li> <li><b><u>B</u></b> Enter your USPS Self-Service Password.</li> <li><b><u>C</u></b> Then, click on the  button.</li> </ol> 


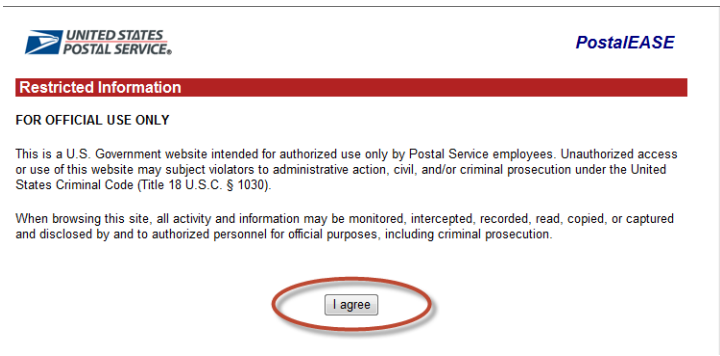
**Facilitator: Show slide 6-7, Accessing PostalEASE. Demonstrate how to access PostalEASE. Use the PPT slides as backup if you are unable to log into your account.**

**Encourage participants to watch the demonstration and follow along with the steps outlined in the job aid.**





## Job Aid 6.2: Accessing LiteBlue and PostalEASE (Continued)


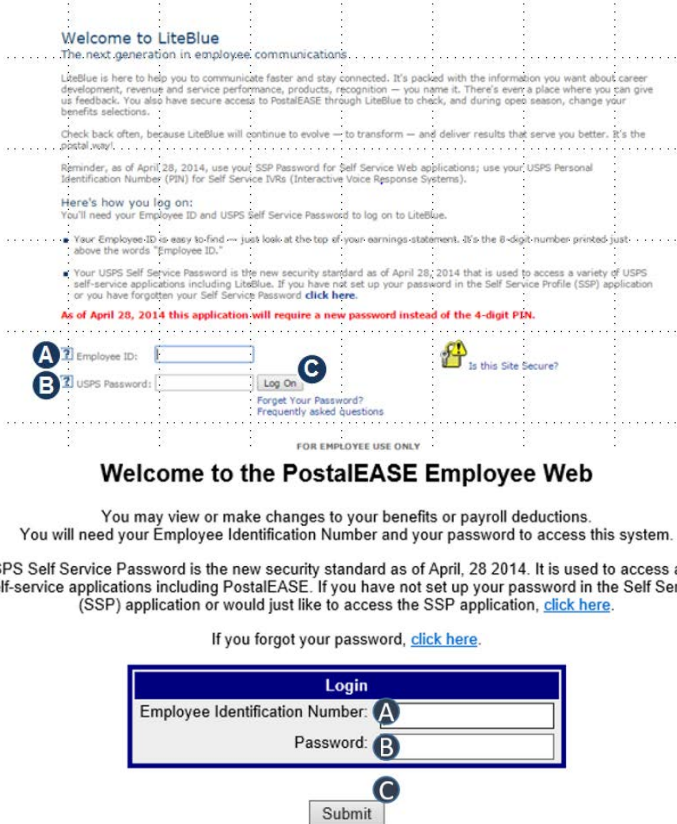
<u>ACCESSING POSTALEASE</u>	
<u>Step 1:</u>	<p><u>From the LiteBlue home page, click on PostalEASE as it appears in the Employee Apps – Quick links carousel.</u></p> 
<u>Step 2:</u>	<p><u>Next, review the user agreement for PostalEASE and select <input type="button" value="I agree"/> to continue.</u></p> 

**Facilitator: Show slide 6-8, Accessing PostalEASE. Continue PostalEASE demonstration. Use the PPT slides as backup if you are unable to log into your account.**

**Encourage participantemployees to watch the demonstration and follow along with the steps outlined in the job aid.**

**Remain logged into PostalEASE for the next activity, Managing Your Compensation and Benefits.**

**Job Aid 5-1,6.2: Accessing LiteBlue and PostalEASE (Continued)**

ACCESSING LITEBLUE	
<b>Step 1:</b>	<p>From the Internet, enter "<a href="http://liteblue.usps.gov">liteblue.usps.gov</a>" in the URL.</p> 
<b>Step 2:</b>  <b>3:</b>	<p>From the <a href="#">PostalEASE Welcome page</a>,  <a href="#">From the PostalEASE Welcome page</a>,</p> <ol style="list-style-type: none"> <li>Enter your 8-digit <i>Employee ID</i>.</li> <li>Enter your USPS <a href="#">Self-Service</a> Password.</li> <li>Then, click on the <a href="#">Log On</a> <a href="#">Submit</a> button.</li> </ol>  <p><b>USPS Restricted Information</b></p>

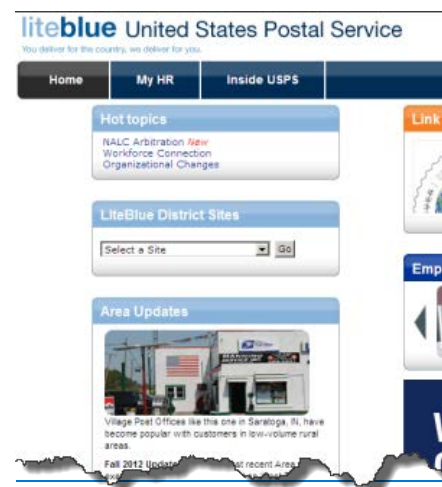
	<a href="#">You will land on the PostalEASE Main Menu.</a>
--	--



— ~~Show slide 5-7, “Accessing PostalEASE.”~~

~~Before continuing, point out some of the resources found on the LiteBlue homepage (e.g., District Sites, Area Updates, Employee Deals) and inform employees that links to key resources can be found in the online resources job aid which will be discussed later in this module.~~

## Job Aid 5.1, Accessing LiteBlue and PostalEASE (Continued)

ACCESSING POSTALEASE	
	<p><b>From the LiteBlue home page, click on PostalEASE as it appears in the Employee Apps—Quick links carousel.</b></p> 
	<p><b>Next, review the user agreement for PostalEASE and select <input type="button" value="I agree"/> to continue.</b></p>

	<div><p><b>Restricted Information</b></p><p>FOR OFFICIAL USE ONLY</p><p>This is a U.S. Government website intended for authorized use only by Post or use of this website may subject violators to administrative action, civil, and States Criminal Code (Title 18 U.S.C. § 1030).</p><p>When browsing this site, all activity and information may be monitored, intercepted, and disclosed by and to authorized personnel for official purposes, including</p><p><input type="button" value="I agree"/></p></div>
--	--



Show slide 5-8, "Accessing PostalEASE."

**Job Aid 5.1, Accessing LiteBlue and PostalEASE  
(Continued)**

**Step  
3:**

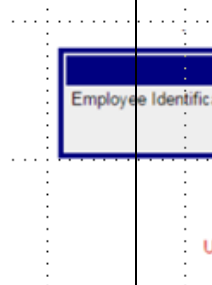
You will land on  
page.

From the Postal

**A** Enter yo

**B** Enter yo

**C** Then, cl



You will land on

Remain logged into PostalEASE for the next activity.



## Managing Your Compensation and Benefits

~~Show slide 5-9, “Facilitator: Show slide 6-9, Managing Your Compensation and Benefits. Introduce Managing Your Compensation and Benefits the topic.”.~~

From *PostalEASE*, you may establish allotments and net to bank direct deposits as well as, set up your USPSHB and FEHB plans (within 60 days of eligibility). Changes to health benefits plans can be made during open season and/or when updates to your dependents’ information are required.

### Managing Your Compensation

~~Inform employees that compensation~~**Facilitator:**  
**Compensation** is managed in PostalEASE which allows **them**you to make payroll selections.

~~Point out~~**Highlight** the “Allotment ~~/~~ Payroll Net to Bank” link found on the PostalEASE homepage.

Refer ~~participant~~**employees** to Job Aid ~~5.2, “6.3:~~  
Managing Your Compensation” in the Employee **Quick**  
Reference Guide pages ~~35-37, 21-23.~~

Encourage ~~participant~~**employees** to reference the job aid to make payroll selections.

### Managing Your Health Benefits Plans

~~Inform employees that~~**Facilitator:** PostalEASE may also be used to manage ~~their~~ USPSHB or FEHB health benefits plans. Employees ~~will~~ use PostalEASE to enroll in a plan as a new eligible employee (within 60 days of eligibility), make a change to their current enrollment during Health Benefits open season, and/or update ~~dependents’~~**dependent** information.

~~Point out~~**Highlight** the “USPS Non-~~Career~~ Employee Health Benefits Plan” and “Federal Employee Health Benefits Plan” links found on the PostalEASE main menu.

Refer ~~participant~~**employees** to Job Aid ~~5.3, “6.4:~~  
Managing Your Health Benefits” in the Employee **Quick**  
Reference Guide page ~~38, 24.~~



Encourage ~~participant~~~~employees~~ to reference the job aid to make health benefits selections upon eligibility.

## **ResettingReset Your USPS Self-Service Password**



—**Facilitator:** Show slide ~~56~~-10, “**Resetting**  
**YourReset** USPS Self-Service Password.”.

**[Review information on resetting your password.](#)**

**[Refer participants to Job Aid 6.5: Reset USPS Self-Service Password in the Employee Reference Guide page 25.](#)**

If you have lost or forgotten your password, you can request a new one by using the *Forgot Your Password?* link on the LiteBlue or PostalEASE login pages. This ~~will launch~~launches the USPS Self-Service Profile EIN Verification page from which you ~~will be~~are guided through the SSP Application - Password Reset process.

**Note:** If this is your first visit, you ~~will be~~are guided through the SSPR registration process. Once the registration process is completed, you will be instructed to exit the application. A USPS password letter ~~will be~~are automatically generated and mailed to your address of record confirming the registration process has taken place. At this point, you ~~will be~~are able to use the SSPR application to reset or change your USPS self-service password using the *Forgot Your Password?* link on LiteBlue or PostalEASE.



~~—Refer employees to Job Aid 5.4, “Resetting Your USPS Self-Service Password” in the Employee Quick Reference Guide page 39.~~

## USPS.com

**Facilitator:** Using the steps below, access [usps.com](https://usps.com) and [about.usps.com](https://about.usps.com).

1. Enter URL: [usps.com](https://usps.com).
2. Scroll to the bottom of the page and click [“About USPS Home.”](#)

## About USPS



**Facilitator:** Show slide [56-11](#), [“About USPS.com.”](#)

[Review information on About USPS.com. Highlight each section on the About USPS page.](#)

About.usps.com can be launched from the USPS home page and contains a variety of useful information available to both employees and customers. Employees can specifically use this site to access:

- Latest Business Initiatives
- National and Local News
- New Opportunities for Employment
- Forms and Publications

[Point out each section above on the About USPS page.](#)

## USPS Acronyms and Definitions

A complete glossary of Postal Service terms, definitions and acronyms can be found from the About USPS homepage. You [will may](#) find these documents useful in helping you acclimate to Postal Service language.

**Facilitator:** Using the steps below, continue navigating on About USPS to access [the Pub 32, Glossary of Postal Terms](#).

1. Click [“Find a form.”Resources](#)
2. [Click “Select Publications.” from the Resources drop-down](#)

**3. Select Publications from the Type drop-down**

**3.4. Click “Pub 32 – Glossary of Postal Terms.”**

~~Point out~~Highlight and open the links for “Postal Terms” and List of “Acronyms/Abbreviations.” ~~and inform employees that~~ Links to each document are also included in the Additional Resources job aid.

~~Inform employees that they will~~Participants receive a printed copy of the Pub 32, *Glossary of Postal Terms*, upon arrival at the work unit, and they may also request printed versions of function-specific acronyms for customer service or mail processing from the facilitator.

## ***Additional Resources***

Facilitator: Refer participantsemployees to Job Aid, “Additional Resources” in the Employee Quick Reference Guide on pages 88-8967-68.

~~Explain that the~~The job aid includes a full list of resources discussed in each module, as well as additional resources that may be available to employees if needed in the future. Encourage participantsemployees to keep this job aid handy for easy reference as they prepare for their careers and familiarize themselves with the Postal Service.

~~Point out~~Call attention to the recently discussed Pub 32 links.

## ~~Wrap-up~~

## ~~Summary~~

## Summary



— **Facilitator:** Show slide 56-12, “Summary”.

**Review and briefly discuss the topics presented within the module.**

- The Employee Assistance Program (EAP) is designed to help you identify and resolve personal, family, and workplace concerns.
- ~~Your interest in your Postal Service career, desire to do your job properly, and ability to learn the skills of your position will all contribute to your success as a Postal Service employee and your accomplishments as an individual.~~
- HERO is our platform for everything related to your learning and development. In HERO, you can create your own professional HEROProfile which is shared with the entire organization, request conversations with your manager, choose from over 3,000 free Self-Development courses, and more.
- LiteBlue is used to access employee and compensation information; PostalEASE is used to manage compensation.
- In the case that your USPS self-service password is lost or forgotten, you can request a new one by using LiteBlue or PostalEASE.

## For Further Information



**Facilitator:** Show slide 56-13, “For Further Information.”

Refer participants~~employees~~ to the Additional Resources job aid within the quick reference guide~~Employee Reference Guide~~ and point out the resources listed below.

Address all questions that participants~~employees~~ may have relating to the resources.

- Publication 519 – Employee Assistance Program (EAP) Information and Services
- 1-800-EAP-4-YOU (1-800-327-4968) TTY 1-877-492-7341
- <https://usps.ndbh.com/EAP>
- 1-877-477-3273 (HRSSC)
- [http://about.usps.com/publications/pub32/pub32\\_terms.htm](http://about.usps.com/publications/pub32/pub32_terms.htm)
- [http://about.usps.com/publications/pub32/pub32\\_acn.htm](http://about.usps.com/publications/pub32/pub32_acn.htm)

~~Address all questions that employees may have relating to the resources.~~





## ~~Module 6:~~ Module 7:    **The Road to Success**

### **Objectives:**

Upon completion of this module, you will be able to:

- Recognize how money flows into the organization and is expended through costs (salary, benefits, transportation, etc.) and capital investments.
- Recognize how each position impacts mailflow and revenue.
- Discover how your day-to-day actions and decisions have a financial impact on the organization.

### **Time Allocated for Module:**

- ~~120 minutes~~

### **Summary:**

- 2 hours

### ~~Introduction~~

- ~~Road to Success Discovery Map~~

- ~~Wrap-up~~

### **Instructional Methods:**

- Interactive Discussion
- Group exercise
- Handout
- Additional Presenters (Optional)

### **Participant Material Used:**

- The Road to Success Discovery Map®
- A set of Map Cards (numbered 1 to 15)
- A set of “What Would You Do?” cards (numbered 1 to 8)
- Two sets of Team Worksheets (numbered 1 to 3)
- Individual Commitment to Success Cards with Road to Success Discovery Map on reverse side (each employee receives one card)

### **Media Required:**

- Computer/LCD projector

- Rip Chart (optional)

## **Introduction**





## ~~Introduction~~



~~Facilitator:~~ Show slide ~~67~~-1, “Module ~~67~~: The Road to Success.”.



~~Facilitator:~~ Show slide ~~67~~-2, “Objectives.”.

Review and discuss the objectives and topics covered in this module (~~Summary~~).

This module must be taught in its entirety. You ~~will~~ need ~~to have~~ five complete sets of the Discovery Map: Road to Success available. ~~You will need~~ This includes one Commitment ~~Cards—oneCard~~ per participantemployee. ParticipantsEmployees must be allowed to keep the Commitment Cards.

To order materials, complete an ~~eBuy2~~-eBuy+. Please wait approximately seven days from the date the order is approved to receive the materials.

~~The following are NSN numbers for the map materials.~~

RTS Discovery Map Kit NSN: 7610160008741

RTS Discovery Map NSN: 7610160008742

RTS Commitment Cards NSN: 7610160008749

RTS Worksheet NSN: 7610160008744

RTS Map Cards NSN: 7610160008743

RTS Strategy Cards NSN: 7610160008746

RTS Brand Essence Cards NSN: 7610160008747

RTS Revenue and Volume Handouts NSNS:  
7610160008745

**RTS How Would You Respond Cards NSN:  
7610160008748**

**Facilitator:** Show slide 67-3, “Informed Delivery.”  
Introduce the course. Informed Delivery is a free feature that provides you and consumers the ability to see a digital preview of mail and manage packages from a phone, tablet, computer or mobile application.



**Facilitator:** Show eLearning course Introduction to Informed Delivery 101.

A link to the eLearning is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD the class that or access the course through HERO.

~~Informed Delivery is a free feature that gives you and consumers the ability to see a digital preview of mail and manage packages from a phone, tablet, computer or mobile application.~~



Show eLearning course “Introduction to Informed Delivery 101.”

**Facilitator:** ~~A link to the eLearning is available on the slide. If you experience issues accessing the link, use the Orientation Media DVD provided as part of your facilitator guide.~~

Once the eLearning is complete, review/debrief the eLearning course. Allow participants-employees to ask questions using chat. If there are no questions, facilitate a brief discussion.



**Facilitator:** Show slide 67-4, “Road to Success Discovery Map®.”

**Explain/Introduce** the Road to Success Discovery Map® activity ~~to the class.~~

**Refer to the Road to Success Discovery Map Leader Guide to facilitate the activity. You can download a copy on the Training Materials Download site.**

The Road to Success Discovery Map® is an interactive table-top activity which provides employees with an opportunity to learn about the organization. Employees embark on a journey of self-discovery as they identify the various channels through which revenue is generated, the ways in which costs are expended, and the challenges facing the organization in a constantly changing business environment.

- The “First Mile” represents the products and services provided by USPS. USPS has more outlets than any other competitor.
- Challenges are things that affect the Postal Service’s ability to provide quality customer service and are always considered prior to making any changes with strategic initiatives and goals.
- ~~The buildings~~**Buildings** represent the costs associated with the Postal Service. The size of the building is representative of the highest business cost.
- Compensation and Benefits is the largest building, then Air ~~&and~~ Surface transportation, followed by Retirement and Health Benefits, Real Estate, Equipment, and Administration.
- Guardrails on the street help keep us focused on the important components of the business.
- ~~The billboards~~**Billboards** are the four corporate strategies used at the Postal Service. The primary focus of the Postal Service at this point refers to the billboard titled, “Growing Mail Volume.” By focusing on this strategy, the Postal Service believes revenue generation will increase. The road leading to costs represents the major areas for expenditures.

~~USPS has expenditures such as fuel, air transportation, vehicle maintenance, accidents, utilities, employees, and on the job injuries.~~



- USPS has expenditures such as fuel, air transportation, vehicle maintenance, accidents, utilities, employees, and on-the-job injuries.
- The “*Last Mile*” represents the strategic alignment of the Postal Service with competing companies. The Postal Service is the last stop for mail delivery agencies such as UPS and FedEx. The Postal Service recognized income gained from delivering competitors’ mail was substantial while expenditures were dramatically decreased. Thus, USPS is using this area to grow new business and generate revenue.

The final mile where re-investment is located identifies ways to improve the organization and invest in the future of the Postal Service. Two primary keys are the use of new equipment and the deployment of more cost-effective vehicles. Incorporating new equipment and vehicles into the Postal Service ~~will allow~~allows the Postal Service to keep more revenue.

ACTIVITY:- Divide class into table teams consisting of up to five students. There is no limit to the number of table teams, but there should be no more than 25 employees per instructor.

➤ ~~Refer to the Road to Success Discovery Map Leader Guide to facilitate the activity. You can download a copy on the Training Materials Download site.~~

## ~~Wrap-up~~

## ~~Summary~~

## Summary



— Facilitator: Show slide ~~67~~-5, “~~Summary-~~”.

**Review and briefly discuss the topics presented within the module.**

- USPS has more outlets than any other competitor.
- Challenges that affect the Postal Service’s ability to provide quality customer service are always taken into consideration prior to making any changes to strategic initiatives and goals.
- ~~The 24-hour~~ clock is an end-to-end process to ensure the Postal Service collects, distributes, transports, and delivers the mail every day.
- ~~USPS has expenditures such as fuel, air transportation, vehicle maintenance, accidents, utilities, employees, and on-the-job injuries. USPS has expenditures such as fuel, air transportation, vehicle maintenance, accidents, utilities, employees, and on-the-job injuries.~~
- 
- Incorporating new equipment and vehicles into the Postal Service will allow the Postal Service to keep more revenue.



## ~~Module 7:~~ Module 8: Moving the Mail

### Objectives:

Upon completion of this module, you will be able to:

- Identify the resources and equipment required to process the mail.
- Recognize the importance of maintaining the schedule.
- Explain the way the mail flows through the system from acceptance to delivery.

### Time Allocated for Module:

- 1 hour

### Instructional Methods:

- Lecture
- 60 minutes

### Summary:

- Introduction
- Working as a Team, Moving the Mail

### ~~Systems at Work~~

- Wrap-up

### ~~Instructional Methods:~~

- ~~Lecture~~
- PowerPoint slides
- Interactive Discussion
- Group and Individual Exercises
- Video
- eLearning

### Participant Material Used:

- Employee ~~Quick~~ Reference Guide
- Working as a Team, Moving the Mail

**Media Required:**

- Computer/LCD projector
- Orientation Media DVD







## **Introduction**



**Facilitator:** Show slide 78-1, “Module 78: Moving the Mail.”



**Facilitator:** Show slide 78-2, “Objectives.”

Review and discuss the objectives and topics covered in this module (Summary).

## **Working as a Team, Moving the Mail**

**Facilitator:** Show slide 78-3, “Working as a Team, Moving the Mail.” and introduce the course.



Employees play a role in moving the mail. Although not covered in the video, point out specific examples of where each craft may play a role in the process.

~~This eLearning course will explain the members of the Postal Service team and the way the mail flows through the system from acceptance to delivery.~~



**Facilitator:** Show eLearning course “Working as a Team, Moving the Mail” Click the link on the Orientation Media DVDslide or access the course in HERO.

~~Remind the employees that they each play a role in moving the mail. Although not covered in the video, point out specific examples of where each craft may play a role in the process.~~

This eLearning course explains the members of the Postal Service team and the way the mail flows through the system from acceptance to delivery.

## **Systems at Work**

## ~~Systems at Work~~



Facilitator: Show slide 8-4, Systems at Work and introduce the video. ~~Video~~



~~— Show slide 7-4, “Systems at Work.”~~

Show Systems at Work video. Click on the slide or play from the Orientation Media DVD or from the Employee Orientation website:  
<https://blue.usps.gov/corpcomm/uspstv/orientation/>

From the time a letter or package is dropped off, to when it gets delivered, mail goes on an amazing journey. This video shows the systems and operations involved in getting mail from point A acceptance to B destination.



~~— Show “Systems at Work Video.”~~

## *Wrap-up*

### **Summary**



— **Facilitator:** Show slide **78-5**, “**Summary**”.

**Review and briefly discuss the topics presented within the module.**

- Delivery of the mail requires the coordinated efforts of several facilities, machines, and dozens of Postal Service employees.
- The United States Postal Service processes hundreds of millions of ~~mail pieces~~mailpieces every day.



## ~~Module 8:~~ Module 9:    **Securing Our Resources**

### **Objectives:**

Upon completion of this module, the employee will be able to:

- Recognize your role in protecting the security of the mail.
- Explain how to identify and properly handle mail.
- Describe procedures to respond effectively in emergency situations.

### **Time Allocated for Module:**

- ~~90~~ 1 hour 30 minutes

### **Instructional Methods:**

- Lecture

### **Summary:**

- ~~Introduction~~
- ~~Our Commitment to Security~~
- ~~Mail Security~~
- ~~Employee Security~~
- ~~Information Security~~

### ~~• **Cyber Safety**~~

### ~~• **Workplace Violence Awareness**~~

- ~~Wrap-up~~

### ~~**Instructional Methods:**~~

- ~~Lecture~~
- ~~PowerPoint slides~~
- Interactive Discussion
- Group and Individual Exercises
- Video
- eLearning
- ~~Additional Presenters (optional)~~

### **Participant Material Used:**

- Employee ~~Quick~~ Reference Guide
- PS Form 8139, *Your Role in Protecting the Security of the United States Mail*
- AVSEC Visual Reference Guide
- Handbook AS 805 Information Security

### **Media Required:**

- Computer/LCD projector
- ~~Orientation~~ Media DVD

- ~~\_\_\_ Prior to presenting this module, invite a local~~





~~Inspection Services representative to address the class during this module.~~

## Introduction



Facilitator: Show slide 89-1, “Module 89: Securing Our Resources.”



Facilitator: Show slide 89-2, “Objectives.”

Review and discuss the objectives and topics covered in this module ~~(Summary).~~

## Our Commitment to Security



Facilitator: Show slide 89-3, “Our Commitment to Security.”

Discuss the topic.

The remainder of this module focuses on the security of our mail, employees, and information which all relies on the integrity of each Postal Service employee.

Proper security provides our employees with a safe working environment, protects the mail, and safeguards Postal Service property. We must maintain a focus on critical security measures that protect employees, the public, and our business.

The security measures we have in place are absolutely critical for the protection of our employees and the business.

Whether you are addressing personal, facility, vehicle, equipment, monetary, or other security issues, we need to ensure each is safeguarded to the fullest extent possible.

Vehicles serve to protect our mailstream and the public's confidence in our delivery presence. If vehicles are compromised, the potential loss of human life and the potential loss to our business could be catastrophic.

Performing our jobs with the dedication and diligence to meet our customers' needs is driven by the trust the public places in us.

~~Inform employees that the remainder of this module will focus on the security of our mail, employees, and information which all relies on the integrity of each Postal Service employee.~~

## Mail Security

### Your Role in Protecting the Security of the Mail



~~Facilitator:~~ Show slide ~~89~~-4, “Protecting the Security of the Mail.”.

Introduce Protecting Security of the Mail.

Refer participants to Job Aid 9.1, PS Form 8139, *Your Role in Protecting the Security of the United States Mail* in the Employee Reference Guide page 26.

Remind ~~participants~~ employees that PS Form 8139 was signed during the hiring process to acknowledge and comply with federal laws regarding mail security.

Mail that is accepted by any employee must be protected. In some cases, an employee may have a question about proper mail security procedures, but is unable to consult with a manager. Additionally, the procedures may not be clearly and specifically answered by USPS regulations or by USPS written direction. In those cases, the employee must resolve the question by protecting the mail in all respects and moving it, or letting it move to its destination without interruption.


There are several ways in which employees can help protect the mail:

- Wear your ID badge.
- Politely question strangers without ID badges.
- Secure doors to prevent unauthorized entry.
- Identify and report security deficiencies.
- If a vehicle is out of view, secure the vehicle by removing the keys and closing and locking all doors and windows.

**Refer employees to Job Aid 89.1, “PS Form 8139, Your Role in Protecting the Security of the United States Mail” in the Employee Quick Reference Guide page 40.**

**Remind employees that PS Form 8139 was signed during the hiring process to acknowledge and comply with federal laws regarding mail security.**

## **Job Aid 8.1, PS Form 8139, Your Role in Protecting the Security of the United States Mail**

	<b>Your Role in Protecting the Security of the U.S. Mail</b>
<p>As a Postal Service employee you must preserve and protect the security of all mail in your custody from unauthorized opening, inspection, tampering, delay, reading of the contents or covers, or other unauthorized acts. With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Mail Recovery Center), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime. Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution. Mail security instructions are contained in part 274 of the <i>Administrative Support Manual</i>.</p> <p>Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, <i>Theft of Mail Matter by Officer or Employee</i>, states:</p> <p>"Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."</p>	
<hr/> <p style="text-align: center;"><b>Acknowledgment</b></p> <hr/>	
<p>I understand that it is my duty to report immediately to my supervisor or to a Postal Inspector any information I may have of any theft, pilferage, unlawful delay of mail, or evidence of intent to commit such a crime. I fully understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, or to steal or attempt to steal mail of any kind, even if it appears to be worthless, or to allow others to do so. My signature below indicates that I have read and fully understand the above and I will comply.</p>	
<hr/> <p>Signature of Employee</p>	<hr/> <p>Date</p>
<p>PS Form 8139, January 2013</p>	



## Your Role in Protecting the Security of the U.S. Mail

As a Postal Service employee you must preserve and protect the security of all mail in your custody from unauthorized opening, inspection, tampering, delay, reading of the contents or covers, or other unauthorized acts. With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Mail Recovery Center), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime. Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution. Mail security instructions are contained in part 274 of the *Administrative Support Manual*.

Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, *Theft of Mail Matter by Officer or Employee*, states:

"Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."

### Acknowledgment

I understand that it is my duty to report immediately to my supervisor or to a Postal Inspector any information I may have of any theft, pilferage, unlawful delay of mail, or evidence of intent to commit such a crime. I fully understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, or to steal or attempt to steal mail of any kind, even if it appears to be worthless, or to allow others to do so. My signature below indicates that I have read and fully understand the above and I will comply.

Signature of Employee

Date

PS Form 8139, January 2013

## Proper Handling of the Mail



—Facilitator: Show slide 89-5, “Proper Handling of the Mail.”

Discuss proper handling of the mail. Describe how properly handle items found loose in the mail, anonymous mail, identifiable mail.

### Loose In the Mail

You may occasionally find money, loose stamps, pens, coupons and/or various other mailed contents from damaged letters or packages. These items may not be converted for your personal use. All loose items are considered to be part of the mail stream and treated as Postal Service property. These items should be given to your immediate supervisor.

### Anonymous Mail

Anonymous mail is any mailpiece that weighs more than ~~13~~10 ounces, bearing only postage stamps as postage, and has not been accepted by a USPS employee at a service counter. The purpose of identifying Anonymous Mail is to prevent it from entering the mailstream and to promote the safety of all USPS employees, customers, and transportation networks. Stamped mailpieces suspected of weighing more than ~~13~~10 ounces must be treated as potential anonymous mail until the weight can be verified (normally done at the Anonymous Mail Unit). If the weight is verified to be more than ~~13~~10 ounces, a Return to Sender Notice (Form DDD2) should be applied over the street, city, and state address; a Label 127, No Fly Label, should be applied to the left of the address block, and the mailpiece should be returned to sender. If the mailpiece weighs less than ~~13~~10 ounces, “~~<13 oz~~” “<” is written near the postage and the mailpiece is returned to the normal mailstream.

All anonymous mail brought to the facility by carriers, collectors, or contract and delivery service providers must be expedited to the facility’s Anonymous Mail Unit where this mail will have a DDD2 applied over the street, city, and state address. A Label 127 ~~will be~~ is applied on the address block side, and the mailpiece will be returned to sender.

## Identifiable Mail

Identifiable mail bears electronic postage (Postage Validation Imprinter, meter strip, PC Postage, Click-N-Ship, Automated Postal Center postage, eStamps, etc.), permit imprint, or AVSEC Clearance Stamp. This mail is not considered anonymous because it has a type of postage that can be traced back to the customer or point of entry into the mailstream.



—**Facilitator:** Show slide 89-6, “**Proper Handling of the Mail.**”.

**Introduce the activity. Show sample mailpieces.**



**ACTIVITY:** Using dummy sample mail and packages, ~~pass around each piece of mail or package below and ask employees~~ participants to identify the ~~type~~ mail category (anonymous mail, loose items, identifiable mail) and explain how to properly handle. ~~Discuss how to properly handle each package the item~~ using the answers below.

**Package #1** should include a piece of mail with a postage stamp. A signnote should be attached indicating that the mail weighs ~~43~~ 10.5 ounces.

**Mail Type:- Anonymous Mail**

**Proper Handling:** Apply a Return to Sender notice and No Fly label.

**Package #2** should include the correct electronic postage.

**Mail Type:- Identifiable Mail**

**Proper Handling:** Enter into mailstream.

**Package #3** should include an open envelope with loose money attached.

**Mail Type: -Loose item in the mail**

**Proper Handling: Give items to immediate supervisor.**

**Package #4 should include a piece of mail with a postage stamp. A sign should be attached indicating the mail weighs ~~429~~431.9 ounces.**

**Mail Type: -Anonymous Mail**

**Proper Handling: Write “<~~43~~431 oz” near the postage and return to normal mailstream.**



## Aviation Mail Security



**Facilitator:** Show slide 89-7, “Aviation Mail Security.”

Discuss Aviation Mail Security.

Refer participants to the AVSEC Visual Reference Guide. Discuss the importance of recognizing the DDD2 and how to use it, different types of electronic postage, the AVSEC clearance stamps, and when to use Label 127.

Refer participants to Job Aid 9.2, AVSEC Visual Reference Guide in the Employee Reference Guide page 27.

Aviation Mail Security (AvSec) program was developed to improve aviation security, providing a safe environment for customers, employees, and the traveling public. The U.S. Postal Service’s commitment and compliance with the program determines our eligibility to fly mail on commercial aircraft. The AvSec program is part of National Preparedness under the Inspection Service. From an Aviation Mail Security Standpoint, all mail weighing over 1310 ounces fallsfall into two categories: anonymous or identifiable.

These procedures are “restricted information” and not for release to the public.

You will receive further information from your On-The-Job Instructor (OJI).

~~Refer employees to the AVSEC Visual Reference Guide. Discuss the importance of recognizing the DDD2 and how to use it, the different types of electronic postage to look for, the AVSEC clearance stamps and their importance, and when to use Label 127. The URL to the guide is:~~

[http://blue.usps.gov/aviationsecurity/\\_pdf/AVSEC%20Visual%20Reference%20Guide%20Sept%202014.pdf](http://blue.usps.gov/aviationsecurity/_pdf/AVSEC%20Visual%20Reference%20Guide%20Sept%202014.pdf)



~~—Refer employees to Job Aid 8.2, “AVSEC Visual Reference Guide” in the Employee Quick Reference Guide pages 41-42.~~

## **Suspicious Mail**



—Facilitator: Show slide 9-8-8, “Suspicious Mail.”

Introduce Suspicious Mail.

Refer participants to Job Aid 9.3, Suspicious Mail in the Employee Reference Guide pages 36-39.

The U.S. Postal Service helps safely deliver billions of letters and packages all over the world. However, each year a small number of mail pieces are identified as containing suspicious items or substances. Although usually non-hazardous, this mail requires additional attention to ensure it's safe for handling.

If you have any reason to believe a letter or parcel is suspicious, don't take a chance or worry about possible embarrassment if the item turns out to be harmless.

Suspicious mail typically falls into one of these categories:

- Mail leaking suspicious powders.
- Mail leaking suspicious liquids.
- Mail containing suspicious items.
- Mail displaying the threat of hazardous content.
- Emergency situations involving smoke, fumes, or vapors that involve mailpieces.

Keep in mind, suspicious substances are sometimes found loose in the mailstream and cannot be attributed to a specific mailpiece. In these instances, follow the same protocols as if a specific mailpiece was involved.

Postal Inspectors receive specialized training and equipment to address threats to the mail system. They focus on their primary goal of protecting postal employees, customers, and the American public. When you help by recognizing and properly handling suspicious mail incidents, Inspectors can better ensure the safety and security of the workplace.



Refer employees to Job Aid 8.3, “Suspicious Mail” in the Employee Quick Reference Guide pages 43-46.

Narcan®



Facilitator: Show slide 8-9, “9. Narcan.”.

Review Narcan® information.

Our nation is in the midst of an unprecedented opioid epidemic and opioids have been transported through the mail stream. The Postal Service has taken steps to protect employees from accidental exposure to opioids in the mail by purchasing Narcan® Nasal Spray as an emergency first response measure. Narcan® is a prescription nasal spray used to treat an opioid emergency, including overdoses and accidental exposures. Over 700 facilities across the organization have been supplied with Narcan® Nasal Spray, which can be used if an employee is accidentally exposed to opioids from mail and packages.

Postal Service employees are able to administer Narcan nasal spray in the unlikely event of opioid exposure from damaged letters or packages, provided they have successfully completed the Narcan Responder Training. This course educates employees on how to correctly identify signs of a potential opioid overdose, how to administer Narcan nasal spray, and ensure that 911 is called.

## International Mailing of Dangerous Goods

**Facilitator:** Show slide [89-10](#), “International Mailing of Dangerous Goods.”. [Discuss Dangerous Goods and introduce the eLearning course.](#)



**Facilitator:** Show eLearning course [Dangerous Goods and Export Compliance for Non-Acceptance Personnel](#). Click play on the slide or access the [course in HERO](#).

This course trains acceptance and delivery personnel to perform screening to recognize dangerous goods in international mail pieces, provides guidance for determining mailability of international [mail pieces](#), and outlines the procedures that acceptance and delivery personnel must perform to keep the mail safe.

As part of the FAA certification process required by the International Civil Aviation Organization (ICAO), USPS employees are required to receive detailed dangerous goods (including lithium batteries) acceptance, handling and incident management training. The training [will be](#) administered via HERO or video (DVDs).



[Show eLearning course “Dangerous Goods and Export Compliance for Non-Acceptance Personnel.”](#)

## Employee Security

### Active Shooter



**Facilitator:** Show slide [89-11](#), “Active Shooter.”.

[Review active shooter information.](#)

An Active Shooter is defined as an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms. An active shooter can be anyone: a customer, a stranger, a current employee, or a former employee.

Although no one can predict when and where these incidents may occur, we want to make sure you know about the steps that you can take to help protect yourself and those around you. Each facility ~~will conduct~~conducts its own Active Shooter Drills.

## Emergency Action Plan / National Preparedness



— **Facilitator:** Show slide **89-12**, “**Emergency Action Plan / National Preparedness**.”

**[Review Emergency Action Plan / National Preparedness information.](#)**

The Postal Service makes every effort to protect its employees, property and products at all times. Different components of a security system may be integrated to maximize the security goals of protecting employees, customers, and business assets. All employees need to be vigilant, involved and ready to actively participate in the security of their workplace.

The Postal Service counts upon its employees in the field to be alert to suspicious activity and inform their managers or supervisors of anything out of the ordinary that may affect Postal Service operations. In order to respond effectively in emergency situations, the Postal Service has established a hot line where employees can receive the latest information for their area of employment. The number is 1-888-EMERGNC (363-7462).

## Information Security



— **Facilitator:** Show slide **89-13**, “**Information Security**.”

**[Discuss Information security.](#)**

**[Refer participants to Job Aid 9.4, Handbook AS 805 Information Security in the Employee Reference Guide page 32.](#)**

~~Have students~~ **Participants should read the publication individually.**

The technology you use at work is primarily for the authorized business of the Postal Service. It's there to help you do your job. Limited personal use of desktop and laptop computers, ~~e-mail~~email, and the Internet are permitted. To protect yourself and the Postal Service, you should consult the acceptable use policy and discuss this use with your supervisor.

## **Cyber Safety**



~~Refer employees to Job Aid 8.4, "Handbook AS 805 Information Security" in the Employee Quick Reference Guide page 47.~~

**Facilitator:** ~~Have students read the publication individually.~~

## **Cyber Safety**



— **Facilitator:** Show slide **89-14**, “**Cyber Safety**.”

### **Introduce Cyber Safety.**

The United States Postal Service (USPS) faces ongoing cyber threats and challenges, which directly impact our people and mission. To protect the Postal Service against cybercrime, it is critical that all employees are educated on cybersecurity and the USPS cyber landscape.

Although many of you will not use computers in your day-to-day work activities, these cyber safety tips are helpful in your personal lives as well.



— **Facilitator:** Show slide **89-15**, “**What is Cybersecurity?**”

### **and introduce Cybersecurity information.**

The technologies and processes designed to protect computers, networks, and data from unauthorized access, vulnerabilities, and attacks delivered via the Internet by cyber criminals.

- The Digital Age: In our digitally-connected world, the cyber landscape contains multiple existing and emerging threats.
- Expanding Threat Landscape: Threats come from the Internet, organizational networks, computers, and mobile devices.
- Attack Styles: Common crimes committed via these cyber channels include hacking, phishing, and identity theft.



— **Facilitator:** Show slide **89-16**, “**Cybercrime by the Numbers?**”

### **Review the cybercrime numbers on the slide.**

The Postal Service is committed to educating and engaging its people to defend the organization against malicious cyber risks.

### **Review the cybercrime numbers on the slide.**







**Facilitator:** Show slide 89-17, “CyberSafe at USPS®.”

**Introduce CyberSafe at USPS.**

**Review the objectives and activities on the slide.**

~~In May 2015, the~~**The** USPS Corporate Information Security Office (CISO) launched CyberSafe at USPS®, an initiative aimed at enhancing information security awareness across the organization, using industry-leading practices for key areas of engagement.

~~**Review the objectives and activities on the slide.**~~

This section introduces cybersecurity fundamentals, providing information and resources to help you be vigilant against cybercrime.



**Facilitator:** Show slide 89-18, “Strong Passwords.”

**Discuss information on strong passwords. Review the password checklist on the slide.**

**Refer participants to Job Aid 9.5, Strong Password Checklist and Best Practices in the Employee Reference Guide page 33.**

Strong Passwords are your first line of defense to protect Postal Service systems, networks, and resources against cybercrime. Follow the checklist on the slide to ensure your passwords are strong and meet Postal password requirements.

~~**Facilitator:** Review the password checklist on the slide.~~



~~**Refer employees to Job Aid 8.5, “Strong Password Checklist and Best Practices” in the Employee Quick Reference Guide pages 48 and 49.**~~



— **Facilitator:** Show slide **89-19, “Strong Passwords – Best Practices.”**

[Review password best practices on the slide.](#)

In addition to ensuring your passwords are strong and meet Postal password requirements, you should adhere to the password tips, tricks, and best practices on the slide.

~~[Review password best practices on the slide.](#)~~

Remember, all USPS personnel must change their passwords at least every 90 days or when prompted by the system.



— **Facilitator:** Show slide **89-20, “Knowledge Check.”**

[Ask participants answer the question. Discuss responses.](#)

[Click to show the correct answer. Ask students knowledge check question on slide.](#) The correct answer is C - B3\_Cyb3rS\*f3\_w0^K.



— **Facilitator:** Show slide **89-21, “Separate for Security.”**

[Review Separate for Security information.](#)

[Refer participants to Job Aid 9.6, Separate for Security in the Employee Reference Guide page 34.](#)

Separate for Security is a CISO initiative that educates all USPS employees on the importance of not plugging personal devices into equipment that might put themselves and the organization at risk.

~~[Review information on the slide.](#)~~



~~—Refer employees to Job Aid 8.6, “Separate for Security” in the Employee Quick Reference Guide page 49.~~

Facilitator: Show slide 89-22, “Separate for Security, cont’d.”. Introduce the video and review information on the slide.



Click play to show Cybersafe Do Not Plug-In video.

Never connect your personal ~~or work~~ devices to USPS computers, equipment, or networks. Devices at risk for a security breach include mobile phones, tablets, headphones, household equipment, and Wi-Fi enabled toys and gadgets.

~~Review information on~~ includes anything connected to the slide.

Internet. Remember, a variety of devices are at risk for a security breach, including mobile phones, tablets, headphones, household equipment, and Wi-Fi enabling toys and gadgets includes anything connected to the Internet.



Facilitator: Show slide 89-23, “Knowledge Check.”.

Ask participants to answer the question. Discuss participant responses.

Ask students knowledge check question on slide. Click to show the correct answer. The correct~~Correct~~ answer is D – None of the above.



Facilitator: Show slide 89-24, “Phishing.”.

The Postal Service launchedReview information on Phishing.

~~Since the launch of~~ the Anti-Phishing Program ~~in January 2016. Since then,~~ the Awareness ~~&and~~ Training team has implemented ~~a number of several~~ efforts to build a robust program that tests employee susceptibility to phishing attempts.

~~Review information on the slide.~~

Now that you understand phishing, let's proceed with tips on how to recognize and report phishing attempts.



Facilitator: Show slide ~~89~~-25, “Phishing, cont’d.”

Review information on Phishing.

Defend yourself and the Postal Service from phishing scams to prevent financial loss, identity theft, or even a complete stop in the mail. ~~Don't~~Do ~~not~~ be the reason for a cyber-attack. Keep the following in mind when checking work and personal email:

~~Review information on the slide.~~

Stop and think before you click. Cybersecurity is everyone's responsibility.

Facilitator: Show slide 9-26, Report to CyberSafe and introduce the video.

Click the link on the slide to show Report to CyberSafe video.

Former CIO, Kristin Seaver, explains how to identify phishing emails and report them using the button. Show slide 8-26, “Report to CyberSafe.”

USPS employees should use the ~~Report to CyberSafe~~ button in Outlook to report suspected phishing emails. This feature provides a simple and efficient way for employees to notify CyberSafe of potentially malicious email content. In this video, ~~CIO~~ Kristin Seaver explains how to identify phishing emails and report them using the button.



~~Show “Report to CyberSafe” video.~~



~~Facilitator: Show slide 89-27, “Knowledge Check.”~~

Ask participants to answer the question and discuss responses.

~~Ask students knowledge check question on slide. Click to show the correct answer.~~ The correct answer is D – All of the above.



~~Facilitator: Show slide 89-28, “Workstation Safety.”~~

Review Workstation Safety.

As a USPS employee, you are responsible for protecting your workstation ~~and~~ physical workspace at all times. That means, securing your workspace to prevent intentional or unintentional unauthorized use, modification, and disclosure or destruction of critical information resources.

~~Review information on the slide.~~

Remember, workstation safety should not be limited to USPS facilities; please exercise these best practices in your personal lives as well.

Facilitator: Show slide 89-29, “Five Ways to Stay CybersafeCyberSafe Every Day and introduce the video.

Click to show Five Ways to Stay CyberSafe Everyday video.

The actions we take every day impact the security of our Postal networks, systems, and resources. Exercising cyber safe behavior is critical for protecting against cyber threats faced by our organization.

• Everyday.”

~~The actions we take every day impact the security of our Postal networks, systems, and resources. Exercising cyber safe behavior is critical for protecting against cyber threats faced by our organization.~~



~~Show “Five Ways to Stay Cybersafe Everyday” video~~



~~Facilitator:~~ Show slide 89-30, “Knowledge Check.”

Ask participants to answer the question and discuss responses.

Ask students knowledge check question on slide. Click to show correct answer. The correct answer is D – All of the above.

## **Workplace Violence Awareness**

## **Workplace Violence Awareness**



—**Facilitator:** Show slide **89-31**, **“Workplace Violence Awareness.”**

### **Introduce workplace violence awareness information.**

Workplace safety is everyone’s right and responsibility – awareness is prevention.



—**Facilitator:** Show slide **89-32**, **“What Is Workplace Violence?”**

### **Define Workplace Violence.**

Violence is defined as any verbal or physical threat or assault on an individual that has either the intention of injuring or that results in injury. It’s important to note that this is NOT limited to fatalities or injuries, but any intentional action or words meant to provoke another.



—**Facilitator:** Show slide **89-33**, **“Types of Workplace Violence.”**

**Ask:** **What are participants to provide** some examples of workplace violence?

**Possible Answers:** Robberies, burglaries, physical assaults (punching, hitting, kicking, intentionally bumping into someone); sabotaging equipment, damaging property; throwing equipment and other items; slamming equipment around angrily; verbal threats to harm others; suicidal threats; active shooter issues (using weapons to harm others); stalking behavior; bullying.

**Record answers on a rip chart and discuss.**





— **Facilitator:** Show slide **89-34**, “**Zero Tolerance**.”

Review types of actions that are covered under Zero toleranceTolerance.

Zero Tolerance covers:

- Any act of physical violence.
- ~~Any actual~~Actual, implied, or veiled threat, made seriously or in jest.
- Any type of inappropriate language and/or communication styles that may lead to a hostile workplace.

What does Zero Tolerance Policy Mean? It means management takes allegations of harassment, intimidation, assault, or threat seriously. It is promptly investigated and appropriate action is taken as needed.

And that management will consistently communicate and enforce postal policy regarding violent and inappropriate behaviors.



— **Facilitator:** Show slide **89-35**, “**Reporting Workplace Violence**.”

~~Why is workplace violence prevention so important?~~  
Because the Review information on the slide.

The loss of one life is too great a cost. Reporting threats and concerns can prevent acts of violence. Addressing inappropriate behaviors at their lowest levels can effect change and reduce or eliminate potential violence.



— **Facilitator:** Show slide **89-36**, “**ThreatReport Threats of Violence? Report it!**.”

Review how to report threats of violence.

If you have been threatened, or believe you are in a potentially unsafe situation that involves a co-worker, supervisor, customer, or a domestic violence situation that could pose a threat in the workplace, please notify one of ~~your~~the resources listed. For emergency situations, please contact the US Postal Inspection Service. They are available 24 hours a day, seven days a week. A violence-free workplace is everyone's responsibility.

## Summary

~~For emergency situations please contact the US Postal Inspection Service, their phone number is answered 24 hours a day, 7 days a week.~~

~~A violence-free workplace is everyone's responsibility!~~

## Wrap-up

### Summary



— Facilitator: Show slide 89-37, “Summary-”.

**Review and briefly discuss the topics presented within the module.**

- Mail that is accepted by any employee must be protected and properly handled.
- All employees need to be vigilant, involved, and ready to actively participate in the security of their workplace.
- By adhering to the established security procedures, you are helping to protect your job, the trust of the public, yourself, and your co-workers.
- Workplace safety is everyone's right and responsibility.

## **For Further Information**



— Facilitator: Show slide 89-38, “For Further Information-”.

Refer participants employees to the Additional Resources job aid on page 88pages 67 and 68 of the

~~quick reference guide~~**Employee Reference Guide** and point out the resources listed below.

~~-Address all questions that participants~~**employees may have relating to the resources.**

- Poster 138, Keep the Mail Safe
- Poster 298, Domestic Hazardous Materials Warning Labels and Markings
- Poster 701L, Check First! Dangerous Goods Warning Labels Prohibited in International Mail
- Poster, 702, Dangerous Goods Warning Labels Prohibited in International Mail
- Publication 52, Hazardous, Restricted, and Perishable Mail
- Publication 302 – Safe & Secure: Postal Employee Crime Prevention

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~~Address all questions that employees may have relating to the resources.~~



## ~~Module 9:~~ Module 10: Union Representation

### Objectives:

Upon completion of this module, you will be able to:

- Identify your union representatives.
- Decide whether to join a labor organization.

### Time Allocated for Module:

- 60 minutes

### Summary:

- ~~Introduction~~
- ~~Union Representation Overview~~

### Instructional Methods:

- Lecture

### ~~Union Presentations~~

- ~~Wrap-up~~

### ~~Instructional Methods:~~

- ~~Lecture~~
- ~~PowerPoint slides~~
- Group Discussion
- Handouts
- ~~Additional Presenters: Union Representatives~~

### Participant Material Used:

- Employee ~~Quick~~ Reference Guide

### Media Required:

### ~~Media Required:~~

- Computer/LCD projector
- Rip Chart (optional)





## **Introduction**





**Facilitator:** Prior to presenting this module, invite your union representative(s) to address the class.

The information on these pages is to be used when union representation is unavailable. You should not request or require the union representatives to present the materials in this module including the information specific to MHAs and/or PSEs.

Due to the extended time given to union representation in some of the academies, not all unions ~~will~~ attend W2USPS. In those instances, the district ~~will determinedetermines~~ how to use this time.

## ***Introduction***



**Facilitator:** Show slide 910-1, “Module 910: Union Representation.”



— **Facilitator:** Show slide 910-2, “Objectives.”

Review and discuss the module objectives and topics covered in this module ~~(Summary)~~.

Union representatives from all unions/associations should be invited including those who represent CCAs, RCAs, and SSAs.

## ***Union Representation Overview***

**Facilitator: Show slide 10-3, Union Representation Overview. Introduce the Union Representation module.**

The Postal Reorganization Act of 1970 introduced direct collective bargaining between representatives of management and craft employees. Unions or labor organizations serve as craft employees' representatives. They bargain over wages, hours, and working conditions.



~~**Show slide 9-3, "Union Representation Overview."**~~

Whether you decide to join a labor organization or not, you are subject to the provisions of the National Agreement. Each Postal Service employee has the right, freely and without fear of reprisal or penalty, to form, join, or assist a labor organization or to refrain from such activity. There are four major unions representing Postal Service employees. They are the National Association of Letter Carriers (NALC), American Postal Workers Union (APWU), the National Postal Mail Handlers Union (NPMHU), and National Rural Letter Carriers Association (NRLCA).

The National Agreement is a negotiated contract that determines wages and cost of living adjustment (COLAs), which are based on the Consumer Price Index (CPI). Additionally, the contract covers matters such as leave, work hours, holidays, corrective action, uniform allowances, and union-management cooperation.

## **Union Presentations**

## ***Union Presentations***

~~You will hear from your~~ Your union representatives ~~who will~~ provide information about their organizations, including their health benefits ~~program.~~ programs.



~~Facilitator:~~ Facilitator: Divide the class into ~~groups~~ breakout rooms according to ~~participant~~ employee craft. ~~Identify locations for~~ Place the appropriate speaker in each ~~group to receive the union presentation.~~ room.



~~ACTIVITY (Back-up):~~ ACTIVITY (Back-up): Conduct an activity (e.g., ~~tour of facility, Q&A session with local employee, videos, etc.)~~ with any employees who do not have a union representative available. Conduct MHA and/or PSE module when union representatives aren't available.

## ***Wrap-up***

If no union representatives are available, present the MHA and/or PSE slides in module 14.

## ***Summary***



~~Facilitator:~~ Facilitator: Show slide 910-4, "Summary."

**Review and briefly discuss the topics presented within the module.**

- The Postal Service operates under collective bargaining agreements with its unions.
- The National Agreement with each union determines wages and cost of living adjustment (COLAs), and covers leave, work hours, holidays, corrective action, uniform allowances, and union-management cooperation.

~~—For Further Information~~



~~—Show slide 9-5, “For Further Information.”~~

- ~~—Contact your local personnel office or union representative.~~

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# ~~Module 10:~~ Module 11: Safety Depends ~~On~~on Me

## Objectives:

Upon completion of this module, you will be able to:

~~Upon completion of this module, you will be able to:~~

- ~~Identify OSHA Rules~~Explain the importance and ~~Regulations~~basics of working safely.
- Describe ~~the costs of how~~ accidents ~~for both~~impact you and the Postal Service ~~and the individual.~~
- Identify general safety rules, practices, and procedures.
- Recognize and report hazards, unsafe conditions, and practices, as well as report defective equipment in a Postal Service facility.
- ~~Identify safety programs~~Explain the Safety Ambassador program and ~~resources available~~how to ~~Postal Service employees~~get involved.
- Describe what to do if you are injured at work or succumb to a work-related illness.

## Time Allocated for Module:

- 2 hours

## Instructional Methods:

- ~~120 minutes~~

## Summary:

- ~~Introduction~~
- ~~Our Commitment to Safety~~
- ~~OSHA Rules~~Lecture and ~~Regulations~~interactive discussion
- ~~Accidents~~
- ~~Safety Rules~~

## ~~•—Safety Practices and Procedures~~

## ~~•—Safety Programs and Resources~~

## ~~•—Work-Related Injuries~~

- ~~•—Safety Training~~
- ~~•—Planning for the Future~~
- ~~•—Safety and You!~~
- ~~•—Wrap-up~~

### **Instructional Methods:**

- ~~•—Lecture~~
- ~~•—PowerPoint Slides~~
- ~~•—Interactive Discussion~~
- Group and [Individual Exercises](#)~~individual exercises~~
- Video

### **Participant Material Used:**

- ~~•—Handout~~
- ~~•—Additional Presenters (optional)~~

### **Participant Material Used:**

- Employee [Quick](#) Reference Guide
  - ~~—PS Form 1767, Report of Hazard, Unsafe Condition, or Practice~~
  - ~~—PS Form 4707, Out of Order~~
  - ~~—Activity: The Broken Utility Cart—PS Form 4707~~
  - ~~—Safety Documents~~
  - ~~—Form CA-10, What A Federal Employee Should Do When Injured at Work~~
  - ~~—Safety Orientation Training Worksheet~~

### **Media Required:**

### **Media Required:**

- Computer/LCD projector
- Orientation Media DVD



• Rip Chart



## Introduction

Facilitator: Prior to presenting this module, invite a Safety representative to address the class.

Facilitator: ~~Introduction~~



Show slide 4011-1, “Module 10: Safety Depends On Me.”. Introduce the safety module.

Facilitator: Show slide 4011-2, “Why Does Safety Matter to Me?”

Why Does Safety Matter to Me? We all know of someone; a friend or family member whose life was impacted due to an accident or injury. It only takes one second, one shortcut to change a life forever.

What if you could take that second back? Or better yet, what if by working safely, you could prevent an accident? Safety rules in the workplace exist to prevent accidents and injuries. They ensure that you go home to those that love and depend on you.



— Facilitator: Show slide 11-3, Objectives.

Review and discuss the objectives and topics covered in this module ~~(Summary).~~

There are many things that can affect your safety and health at work. Your employer should provide training on how to perform specific tasks related to your job and the safest way to perform those tasks. Your training will teach you to identify potential hazards you may encounter at work and what actions you should take to prevent an accident or injury. Some hazards are simple to identify and avoid, such as setting the brake on equipment to prevent it from rolling away. Others will require you to notify your supervisor.

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## Our Commitment to Safety



Facilitator: Show slide 11-4, Postal Service Safety Philosophy.



Show slide 10-3, "Postal Service Safety Philosophy."

### Introduce Our Commitment to Safety.

The Postal Service is committed to keeping our employees safe. We want our employees going home in the same condition as when they came into work. For that reason, we take the safety of our employees seriously and operate under the following philosophy:

~~Any injury~~Injury can be prevented. ~~This goal is realistic, not just based on theory. Supervisors~~This means that all accidents have a cause. To avoid injury or managers having primarybeing involved in an accident, do your part to make sure you follow postal safety policies, work safely, and report hazards when you notice them. Your conscientious actions will contribute to a safe work environment.

- ~~Management has the overall~~ responsibility ~~for the well-being of to~~ make sure their employees ~~must fully accept this principle and~~ work environments are safe. They have a commitment to the safety and health of their employees and the prevention of accidents. In this role, they are also relying on you, the employee, to inform them of hazards as you become aware of them. As you perform your job, you will have first-hand knowledge not only of hazards that may exist, but also the solution. Be sure to share them with your Manager or Supervisor.
- ~~Management, including all levels through the initial level supervisor, is responsible and accountable for the prevention of accidents and control of losses. Just as the line organization is responsible for attaining production levels, ensuring quality of performance, maintaining good employee relations, and operating within cost and budget guidelines, supervisors and managers must accept their share of responsibility for the safety and health of employees.~~
- It is possible to safeguard all operating exposures that can result in accidents and injuries, but it is better to eliminate the sources of danger. However, where this is not practical, management must

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~~use protective measures, such as machine guards, safety devices, and personal protective equipment, and take administrative actions.~~

- All employees must be trained in proper work procedures ~~and must be~~, educated to work safely and ~~to~~ understand ~~that~~ they are responsible for doing so. ~~Management is responsible for the adequate safety training and education of employees. However, all employees must be convinced that they are responsible for working safely, and that in doing so, they benefit not only their organization~~ Working safely benefits not only the USPS but also themselves.
- ~~From the standpoint of both efficiency and economy, preventing~~ It is good business to prevent personal injuries on and off the job ~~is good business practice.~~

The Postal Service is committed to providing a safe and healthy work environment for its employees and customers ~~a safe and healthy environment.~~ It is committed to complying with all applicable safety laws and Occupational Safety and Health Administration (OSHA) regulations. A safe and healthful workplace, free from safety hazards, is important ~~to achieve~~ in achieving our goals.

## Collective Bargaining Agreements/Union Partnerships



— Facilitator: Show slide ~~10-4, “11-5,~~ Collective Bargaining Agreements/Union Partnerships.”

### Review union partnerships and developing a safe workforce.

Although it is the responsibility of management to provide safe working conditions in all present and future installations, and to develop a safe working force, our union partners also play a role. All Collective Bargaining Agreements state ~~in Article 14 Safety and Health, that~~ the Union ~~will cooperate with~~ and ~~assist~~ assists management to live up to this responsibility.

Joint Labor-Management Safety Committees at the national and local levels meet to evaluate and make recommendations on all aspects of the USPS Safety Program, to include adequate safety programs implemented at the local level and to conduct ongoing studies to improve workplace safety.



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## Guiding Principles of Safety



**Facilitator:** Show slide ~~10-5~~, “11-6, Guiding Principles of Safety.” and introduce the video.

Click the link on slide 11-6 to play **Safety Depends on Me (SDOM) Distracted Driver** video. If you experience issues accessing the link, refer to the **Orientation Media DVD.**

The guiding principles of the Postal Service are as follows:

- People — Employees are our most valued resource. We must provide our employees with a safe and healthful workplace.
- Customers — When our employees work more safely, our performance improves.
- Excellence — Demonstrate that management and employee attention to working safely is good business.
- Integrity — As a leader in occupational safety and health, we enhance our integrity with our customers, business partners, and the Congress.
- Community Responsibilities — When our employees work safely, our customers are safer, and we lead other employers by example. The Postal Service emphasizes to its employees continually that protecting their health, their safety, and their environment is a core value of the organization. We have emphasized that each employee is encouraged to bring safety issues or observed safety deficiencies to the attention of management. We should remember that employees are in the best position to recognize safety hazards or safety issues relating to their own jobs.

It is true you are tasked to perform certain duties because they are critical to the Postal Service’s primary mission of delivering the mail. As you perform them, you choose whether or not you will make good, safe decisions. As you work well, work smart. Be alert. Observe and report hazards. Perform your assigned work duties safely.



## Safety ~~OSHA Rules and Regulations~~

### Safety

~~Producer:~~ Facilitator: Show slide 10-6, “11-7, OSHA and You.”

Zoom facilitator: Safety in the workplace is important to the employer, as well as the employees who work for them.

~~OSHA Rules~~ 3165 poster explains that all workers have a right to:

- A safe workplace free of recognized hazards.
- To receive information and Regulations.”training on job hazards.

- 
- To report a safety or health concern and/or report a work-related injury or illness.

The OSHA Act also states:

“Federal employees must comply with agency policies, procedures and directives concerning health and safety; use personal protective equipment and other safety equipment provided by the agency; and observe all safety and health rules, procedures and standards.”

The Postal Service has provided Handbook EL-814: *The Postal Employee’s Guide to Safety*, to make employees aware of safe work practices. This handbook covers safety-topics related to your job.

The Occupational Safety and Health Act requires employers to provide a safe and healthful workplace free of recognized hazards and to follow Occupational Safety and Health Administration (OSHA) standards. Some of the employers’ responsibilities include training, providing safety equipment and recordkeeping. ~~The Postal Service has established several safety-related programs focused on improving workplace safety to comply with OSHA rules, including:~~

## ***Accident Prevention***

- ~~Written Programs~~
- ~~Action Plans~~
- ~~PEG Inspections~~

- ~~Facilitator: Producer:~~ **Safety Inspections**

- ~~Employee rights and responsibilities~~

~~Inform employees that more information on each program will be provided throughout this module.~~

~~Accidents~~

~~High Cost of Accidents~~

~~Accidents and Outcomes~~



— Show slide 10-7, “High Cost of Accidents.”

~~An accident is an unplanned event that results in personal injury, property damage, or both. There are dollar costs associated with each accident. If you are injured you cannot perform your duties. You will not be able to help move the mail.~~

~~Accidents impact our business, and more importantly, our employees. Certainly, accidents result in business loss. They range from productivity loss to damaged facilities and equipment. Far more importantly, accidents affect the individuals involved, which could impact their physical, professional, personal, and/or financial well-being. In addition to the individuals involved, accidents can also have an impact on their families, coworkers and customers. It is difficult to place dollar values on accidents because both severity and impact vary greatly.~~



— 11-8, Accident Prevention.

~~Show slide 10-8, “Zoom facilitator: Introduce the Accident Prevention.”~~ section.

~~The key to avoiding the possible outcomes and impacts of accidents is preventing them when possible. Following Postal Service safety rules, adhering to general safety practices and procedures, and utilizing the safety programs and resources available to all employees are ways in which employees can help keep themselves and others safe, which in turn, allows us to provide better service and value to our customers.~~

~~Inform employees that the next parts of this module will focus~~  
The Next, parts of this module ~~we focuses~~ **on the Postal Service’s safety rules, and general safety practices and procedures, and safety programs and resources used to prevent accidents and ensure employee safety.**

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The key to avoiding the negative impact accidents bring is to prevent them from occurring. When you adhere to safety rules and general safety work practices and procedures, employees can help keep themselves and others to be safe, which in turn, allows us to provide better service and value to our customers.

You have an important role to play in accident prevention. As you perform your job, and you have a solution to working safer improving Safety in the workplace, you can share your suggestion with your local Safety Ambassador or Supervisor. If your suggestion is implemented, it can be submitted in the Safety Toolkit for national approval. If accepted as a Best Practice, it will then be shared in a national Safety application so others can benefit from your idea.

## Safety Rules



~~Facilitator:~~**Producer:** Show slides ~~11-10-10,~~**11-9** and **11-10-10, “Safety Rules.”**

~~Actively involve employees~~**Click the link on slide 11-10 to play Safety Depends on Me (SDOM) Preventing Dog bites and attack video. If you experience issues accessing the link, refer to the Orientation Media DVD.**

~~—Monitor chat and share responses.~~

~~Zoom facilitator:~~**Refer participants to Job Aid 11.1: OSHA 3165: *It’s the Law* on page 36 of the ERG. Ask for comments in chat from participants as you cover each point. Elicit comments from them, preferably on each and every bullet point. Ask why or why not, or for examples of negative consequences of breaking each rule.**

Safety rules are for your benefit; ~~observing~~**performing** safe ~~working~~**work** practices and ~~observing~~ Postal Service safety rules is ~~a primary~~**the** responsibility of all Postal Service employees.

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-General Postal Service safety rules include, but are not limited to, the following:

- Never work under the influence of intoxicants.
- Never sell, possess, or use illegal drugs on ~~Postal Service~~[USPS](#) premises. If you are required to take physician-prescribed drugs that could impair your mental or physical abilities, you must notify your supervisor.
- Never drive or work around moving equipment while under the influence of drugs/alcohol.
- ~~Never keep~~[No](#) contraband material such as firearms, dangerous weapons, fireworks, intoxicants, or illegal drugs on ~~Postal Service~~[USPS](#) premises.
- ~~Never engage in~~[No](#) horseplay, scuffling, fighting, or playing practical jokes on ~~Postal Service~~[USPS](#) premises.
- ~~Do not run~~[No running](#) in ~~Postal Service~~[USPS](#) facilities. Hold the handrail when walking down stairs.
- Do not toss or throw packages or bundles, unless required by the operation (e.g., culling belt, etc.).
- Observe all warning signs and notices that have been installed for your protection.
- Comply with all safety and health regulations, procedures, and practices, including the use of approved personal protective equipment (PPE).
- Keep your work area in a safe and healthful condition through proper maintenance of property and equipment.
- Immediately report safety hazards and unsafe working conditions to your supervisor.
- Keep physically and mentally fit to meet the job requirements.
- Drive defensively and professionally; extend courtesy in all situations; and obey all state, local, and Postal Service regulations (including wearing a seatbelt when driving a vehicle owned, leased, or contracted by the Postal Service).
- Observe the control of hazardous energy lockout procedures.
- Other safety rules may apply to your job. You should perform your duties in the safest possible manner at all times.
- If you have questions about how to do your job safely, ask your supervisor.

## Safe Footwear



**Facilitator:** Show slide 10-11, “11, Safe Footwear.”

Click the link on slide 11-11 to play Safety Depends on Me (SDOM) Preventing Dog bites and attack video. If you experience issues accessing the link, refer to the Orientation Media DVD.

Zoom facilitator: Say “What you wear is also important to your personal safety. Shoes are the foundation, the base, on which we perform our duties. ~~Let’s review Postal Service policy regarding footwear.”~~

Review Job Aid 11.2: Postal Shoe Policy on page 37 in the ERG. Management personnel may provide further information on local safety rules upon arrival at the work unit.

Wear appropriate work shoes whether you walk ~~many miles~~ on a route or handle mail in the workroom. Wear shoes that are fully enclosed at the heels, toes and sides, made of leather or a substantial synthetic material (canvas or nylon is not acceptable).

**On the workroom floor, do not wear the following types of shoes:**

- Heels more than ~~1 1/2-1/2~~ inches and soles more than 1/2 inch in height.
- Spiked heels, regardless of height.
- Open shoes (including open sides, toes, or heels) such as thongs, sandals, mules, house slippers, clogs, wedges, flip flops, etc.
- Heels with steel taps.
- Shoes with cloth, nylon, or mesh-woven tops, such as tennis shoes, athletic or jogging shoes (except those with leather or leather-like uppers), moccasins, etc.

- Shoes no longer adequate because of disrepair.

## **Safety Practices and Procedures**

~~Inform employees that management personnel may provide further~~ **General Workplace Safety**

~~Facilitator: Producer: Show slide 11-12, General Workplace Safety and review safety information on local safety rules upon arrival at.~~ Introduce the video. Proper safety practices and procedures provide our employees with a safe working environment.

- ~~Click the work unit link on slide 11-12 to play~~ Egress: Safe Evacuation safety video.

## **Safety Practices and Procedures**

~~Inform employees that proper~~ Zoom facilitator: Introduce the video. Proper safety practices and procedures provide our employees with a safe working environment.

~~Zoom facilitator: Relate a few possible types of emergencies that can occur in your region or facility.~~

Participants learn more about their facility's Emergency Action Plan upon arrival at their work units.

Employees may suffer ~~**General Workplace Safety**~~



~~Show slide 10-12, "General Workplace Safety."~~

~~Nearly one out of every twelve of our employees suffers~~ a work-related injury or illness, resulting in restricted duty or lost time. When a significant portion of our workforce is disabled, it makes it harder to keep our commitment to our customers. If we can reduce the number of employees on limited or restricted duty and the number of workdays lost, we ~~will~~ improve our service.



We accomplish this by personally accepting responsibility to do our job safely every day, and by actively promoting a safe workplace.

### Working Safely

What is working safely? Working safely includes completing tasks the correct way ~~such as~~ avoiding unsafe shortcuts, ~~inattention~~ paying attention to the task at hand, ~~not~~ asking for instruction or assistance when doing something new or something you don't do often, and ~~not~~ wearing required Personal Protective Equipment (PPE).

### Personal Safety

#### *Accident and Incident Reporting*

Employees must report any job-related accident or incident as soon as the occurrence takes place, regardless of whether medical treatment is necessary. Employees are to take appropriate action based upon the circumstances and the nature of the emergency. If you are in a life-threatening situation, call 911. Then, ~~if possible~~, contact your immediate supervisor.

### Emergency Action Plan

The purpose of an Emergency Action Plan (EAP) is to facilitate and organize employer and employee actions during workplace emergencies. A wide variety of emergencies, both man-made and natural, may require a workplace to be evacuated. These emergencies include fires, explosions, floods, earthquakes, hurricanes, tornadoes, toxic material releases, radiological and biological accidents, civil disturbances, and workplace violence. ~~Well-developed emergency plans, procedures, and proper employee training (such~~ EAPs ensure that employees understand their roles and responsibilities ~~within the plan) will~~ and result in fewer and less severe employee injuries and less structural damage to the facility, equipment, and vehicles during emergencies.

~~An Emergency Action Plan is implemented when a situation threatens employees, customers, and/or the public, disrupts or shuts down your operations, or causes physical or environmental damage. The first step in any emergency is to protect people, classified or sensitive information, and Postal Service facilities and equipment. Become familiar with the plan and the building. Know where the exits are, what the fire alarm sounds like, the location of the assembly point and points of contact.~~ In an emergency, or when an emergency evacuation drill occurs, all USPS employees, contractors, and other building tenants must evacuate the building unless instructed to shelter-in-place (SIP) due to an event that requires employees to remain inside in a designated safe area. Depending on the type of emergency, SIP locations are interior room(s) with no windows.

~~When an evacuation is necessary, you will need responsible, trained individuals who can supervise and coordinate activities to ensure a safe and successful evacuation. An Emergency Action Plan will be useful only if its content is up to date and employees are sufficiently educated and trained before an actual evacuation.~~

~~Inform employees that they will learn more about their facility's Emergency Action Plan upon arrival at their work units.~~

## Recognizing and Reporting Hazards and Accidents



~~—Facilitator:Producer: Show slide 4011-13, “Recognizing and Reporting Hazards and Accidents.” and~~

~~Zoom facilitator: introduce the topic.~~

Injuries and property damage can be prevented, but only if safety hazards are eliminated before they cause an accident. You are a key player in spotting and correcting unsafe conditions and practices. You may be the first to notice a piece of equipment has become unsafe. You are empowered to take action.

### Unsafe Acts and Unsafe Conditions



~~—Facilitator:Producer: Show slide 4011-14, “Unsafe Acts and Conditions.” and d~~

~~The immediate cause of an accident is usually quite obvious. An immediate cause is often referred to as a secondary or contributory cause because it is often merely a symptom of some underlying root cause.~~

~~Focusing attention only on the immediate cause is like treating only a symptom. While treating symptoms may be helpful, it does not treat the major problem. If we identify the root cause, or causes of the accident, we can implement corrective actions to prevent similar accidents from occurring in the future. Helping people consistently avoid unsafe acts removes a root cause of many accidents. Preventing unsafe conditions serves to remove another root cause.~~

~~—ACTIVITY: To prepare for this activity, write different examples of unsafe acts. Monitor the Chat and conditions on Post-It notes. Label two rip chart pages, one should read provide responses.~~

~~Zoom facilitator: Discuss Unsafe Acts, and one should read Unsafe Conditions. Have the employees form groups, pass~~

~~Facilitator: Producer: Show slide 11-15, Unsafe Acts and Conditions Activity and introduce the activity.~~

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Monitor the Post-It notes out Chat and ask provide responses.

Zoom facilitator: Introduce the groups activity.



ACTIVITY: Ask participants to determine if each one item listed on page 38 of the ERG is an unsafe act or condition and have a group member stick the note or unsafe act. Participants place a checkmark next to the rip chart they think is correct. At the end you can allow one member of each group unsafe act listed.

After 5 minutes, ask participants to respond with their answers to move a Post-It that they think is incorrect, but do not allow them. Ask those who disagree with the response to speak as they make changes! explain and discuss their response. Once all responses are discussed, click to reveal answers.

Facilitator: Unsafe acts:

Using defective equipment

Using equipment improperly

Failure to use personal protective equipment

Improper lifting

Improper loading or placement

Operating at improper speed

Operating without authority

Failure to warn or secure

Making safety devices inoperable

Unsafe conditions:

Missing guards or protection

Defective tools and equipment

Congested work areas

**Poor housekeeping**

**Excessive noise**

**Inadequate illumination or ventilation**

**Fire and explosion hazards**

**Excessive overtime**

The immediate cause of an accident is usually obvious. An immediate cause is often referred to as a secondary or contributory cause because it is often merely a symptom of some underlying root cause.

Focusing attention only on the immediate cause is like treating only a symptom. While treating symptoms may be helpful, it does not treat the major problem. If we identify the root cause, or causes of the accident, we can implement corrective actions to prevent similar accidents from occurring in the future. Eliminating the root cause helps employees avoid unsafe acts and prevent unsafe conditions.

PS Form 1767, Report of Hazard, Unsafe Condition, or Practice



**Facilitator:** Show slide [40-4511-16](#), PS Form 1767, “*Report of Hazard, Unsafe Condition, or Practice*.”

Refer participants to Job Aid 11.3, PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice* in the Employee Reference Guide page 39.

Instructions for completing PS Form 1767 are on the back of the form. Review each section of the form. Ask and answer questions to ensure that everyone understands the form and how to use it.

If you observe an unsafe condition or an unsafe act, report it to your supervisor immediately. Use PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice* to write down the details. This can prevent an accident from occurring.

~~Refer employees to Job Aid 1011.1, “PS Form 1767, Report of Hazard, Unsafe Condition, or Practice” in the Employee Quick Reference Guide page 51.~~

## ~~Job Aid 10.1, PS Form 1767, Report of Hazard, Unsafe Condition or Practice~~



UNITED STATES POSTAL SERVICE®		Report of Hazard, Unsafe Condition or Practice		Hazard Control Number (Assigned by Safety Officer)	
<b>I. EMPLOYEE'S ACTION</b>					
Area (Specify Work Location)					
Describe hazard, unsafe condition or practice. Recommended corrective action.					
Employee		Print and Sign		Date and Hour	
<b>II. SUPERVISOR'S ACTION</b>					
Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. (If corrective action has been taken, indicate the date of abatement.)					
Supervisor		Print and Sign		Date	
<b>III. APPROVING OFFICIAL'S ACTION (Check One and Complete)</b>					
The following corrective action was taken to eliminate the hazard, unsafe condition or practice (Indicate date of abatement):					
A work order has been submitted to the manager, plant maintenance to effect the following change:					
There are no reasonable grounds to determine such a hazard exists. This decision is based upon:					
Approving Official		Print and Sign		Date	Date Employee Notified
<b>IV. MAINTENANCE ACTION (Complete if Necessary)</b>					
Maintenance Supervisor		Print and Sign		Date	Date Hazard Abated

PS Form 1767, June 2014 PSN 7530-01-000-9422

WHITE - Local Safety Office (After Abatement)  
YELLOW - Approving Official

PINK - Local Safety Official (Initial Notice)  
BLUE - Employee

~~Inform employees that instructions for completing the PS Form 1767 are on the back of the form. Discuss each section of the form with the employees. Ask and answer questions to ensure that everyone understands the form and how to use it.~~

 <b>UNITED STATES POSTAL SERVICE®</b>	<b>Report of Hazard, Unsafe Condition or Practice</b>		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Hazard Control Number <i>(Assigned by Safety Officer)</i></td> </tr> <tr> <td style="height: 20px;"> </td> </tr> </table>	Hazard Control Number <i>(Assigned by Safety Officer)</i>	
Hazard Control Number <i>(Assigned by Safety Officer)</i>					
<b>I. EMPLOYEE'S ACTION</b>					
Area (Specify Work Location)					
Describe hazard, unsafe condition or practice. Recommended corrective action.					
<b>Employee</b>	Print and Sign	Date and Time			
<b>II. SUPERVISOR'S ACTION</b>					
Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. (If corrective action has been taken, indicate the date of abatement.)					
<b>Supervisor</b>	Print and Sign	Date			
<b>III. APPROVING OFFICIAL'S ACTION (Check One and Complete)</b>					
The following corrective action was taken to eliminate the hazard, unsafe condition or practice (Indicate date of abatement):					
A work order has been submitted to the manager, plant maintenance to effect the following change:					
There are no reasonable grounds to determine such a hazard exists. This decision is based upon:					
<b>Approving Official</b>	Print and Sign	Date	Date Employee Notified		
<b>IV. MAINTENANCE ACTION (Complete if Necessary)</b>					
<b>Maintenance Supervisor</b>	Print and Sign	Date	Date Hazard Abated		
PS Form <b>1767</b> , March 2017 PSN 7530-01-000-9422					
WHITE – Local Safety Office (After Abatement)    PINK – Local Safety Official (Initial Notice) YELLOW – Approving Official    BLUE – Employee					

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## PS Form 4707, Out of Order



**Facilitator:** Show slide ~~10-16~~, “11-17, PS Form 4707, *Out of Order*”.

**Review PS Form 4707. Refer participants to Job Aid 11.4, PS Form 4707, *Out of Order* in the Employee Reference Guide page 40.**

Never use defective equipment. Use PS Form 4707, *Out of Order*, to “tag” and report a defective or inoperative piece of equipment. ~~Fill out~~Complete the form, including the stub. Attach it to the equipment. Remove the equipment from service. Detach the stub and give it to your supervisor immediately. Do not remove tags until repairs are completed. Never place a defective piece of equipment back into service until appropriate repairs are completed.



Be aware of common defects in Mail Transport Equipment. ~~These may include:~~

These may include:

- Cracked plastic letter trays.
- Broken frame wires on hampers.
- Missing or broken wheels on hampers, APCs, (All Purpose Container), and OTRs, (Over-the-Road Container).
- Missing safety latch or “S” hook (where installed) on a door-latch chain.
- Defective brakes or trailer pins on OTRs.



**Refer employees to Job Aid ~~10-2~~, “11.4, PS Form 4707, *Out of Order*” in the Employee Quick Reference Guide page 52.**



 PS 4707, January 1991 (Reverse)		 PS 4707, January 1991	
<b>DO NOT USE</b>  <b>REMOVE FROM SERVICE IMMEDIATELY</b>		<b>U.S. POSTAL SERVICE OUT OF ORDER</b> <i>(Defective or Inoperative Equipment)</i>	
Type of Machine or Equipment		Number	<b>10689</b>
Office			
Description of Defect			
Handling Instructions			
Employee			
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>			
Type of Machine or Equipment		Number	<b>10689</b>
Office			
Employee			
<b>Turn this stub into you supervisor. Affix tag to defective or inoperative article.</b>			
TYPE OF EQUIPMENT: _____			
LOCATION: _____			



Facilitator: Show slide 11-18, PS Form 4707, Out of Order.

 PS 4707, January 1991		 PS 4707, January 1991 (Reverse)	
<b>U.S. POSTAL SERVICE OUT OF ORDER</b> <i>(Defective or Inoperative Equipment)</i>		<b>DO NOT USE</b>  <b>REMOVE FROM SERVICE IMMEDIATELY</b>	
Type of Machine or Equipment		Number	<b>10689</b>
Office			
Description of Defect			
Handling Instructions			
Employee			
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>			
Type of Machine or Equipment		Number	<b>10689</b>
Office			
Employee			
<b>Turn this stub into your supervisor. Affix tag to defective or inoperative article.</b>			
TYPE OF EQUIPMENT: _____			
LOCATION: _____			

PS Form 4707



— Show slide 10-17, “PS Form 4707, Out of Order.”

Refer ~~employees~~participants to ~~Job Aid 10.3, “Activity: The Broken Utility Cart – PS Form 4707”~~in in the Employee Reference Guide page 41.

Display defective equipment and, if possible, the Employee Quick Reference Guide page 53. same piece of equipment that is operational.

Use defective equipment at your site. — Bring it into the room and have ~~them~~participants identify the problem or defect.

➤ If there are space constraints, divide the class into groups to view the equipment. If possible, show ~~them~~participants what an operational piece of the same equipment should look like.

**Job Aid 10.3, Activity: PS Form 4707, Out of Order**

 <b>PS 4707, January 1991</b> U.S. POSTAL SERVICE <b>OUT OF ORDER</b> <i>(Defective or Inoperative Equipment)</i>		  <b>DO NOT USE</b>  REMOVE FROM SERVICE IMMEDIATELY
Type of Machine or Equipment	Number <b>10689</b>	
Office		
Description of Defect		
Handling Instructions		
Employee		
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>		
Type of Machine or Equipment		
Number <b>10689</b>		
Office		
Employee		
<b>Turn this stub into your supervisor. Affix tag to defective or inoperative article.</b>		
TYPE OF EQUIPMENT: _____		
LOCATION: _____		

PS Form 4707

**Exercise: The Broken Utility Cart—Form 4707**



Utility Cart

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Allow ~~the class~~ 5 minutes to complete both parts of the activity individually or as a group. ~~Inform employees to~~ Participants use the blank form provided on the activity sheet to complete Part A.

➤ Distribute photos of defective equipment to each table/group. Obtain enough PS Form 4707 tags for each ~~participant~~ employee to complete one.

~~Part A. Refer to the photos distributed. Document and report the piece of defective equipment using PS Form 4707.~~

~~Part B. Name three actions you need to take after the form is completed.~~

• \_\_\_\_\_

• \_\_\_\_\_

• \_\_\_\_\_

Allow a volunteer to share the details entered on PS Form 4707 for Part A of the activity. Allow volunteers with different responses to share the details of their form with the class as well.



Allow volunteers to share their answers for Part B of the activity. Correct responses as needed using the answers below.

The three actions to be taken after the form is completed are:

- Tie the top of the form to the equipment.
- Remove the equipment from use.
- Give the bottom stub of the form to your supervisor.

~~Inform employees that management~~ Management personnel may provide further information on safety practices and procedures, as well as instructions on where to locate PS Forms 1767 and 4707 upon arrival at the work unit.

## Activity: PS Form 4707, Out of Order

 <b>PS 4707, January 1991</b> <b>U.S. POSTAL SERVICE</b> <b>OUT OF ORDER</b> <i>(Defective or Inoperative Equipment)</i>		  <b>DO NOT USE</b>  <b>REMOVE</b> <b>FROM SERVICE</b> <b>IMMEDIATELY</b>
Type of Machine or Equipment	Number <b>10689</b>	
Office		
Description of Defect		
Handling Instructions		
Employee		
<b>This equipment must be disconnected or properly locked out if connected to a power source.</b>		TYPE OF EQUIPMENT: _____  LOCATION: _____  _____  _____
Type of Machine or Equipment	Number <b>10689</b>	
Office		
Employee		
<b>Turn this stub into your supervisor. Affix tag to defective or inoperative article.</b>		

PS Form 4707

Exercise: The Broken Utility Cart—Form 4707



Utility Cart

Part A. Refer to the photos distributed. Document and report the piece of defective equipment using PS Form 4707.

Part B. Name three actions you need to take after the form is completed.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

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## Safety Programs and Resources

## Safety Programs and Resources

### Safety Toolkit (STK) Ambassador Program



**Facilitator:** Show slide 10-18, “11-19, Safety Toolkit.” Ambassador Program and introduce the program

The Safety Toolkit (STK) is available through the Safety Resource Tools. It is a Postal Service application used by safety specialists, safety managers, installation and facility heads, postmasters, maintenance managers, supervisors, PEG coordinators and VPP coordinators to complete specific tasks. The STK is used to manage and track required safety programs. Accident Reduction Plans, Hazard Abatement Plans, OSHA citations (with the OSHA Citation Management Tool), Serious Accident Reporting, Program Evaluations and Facility Inspections are some of the on-line programs available.

“The Safety Ambassador Program uses those who demonstrate leadership to make a positive difference in the environment in which they work. They promote a cohesive message and direction towards accident reduction and maintaining a safe work environment.

Safety Ambassador should demonstrate:

- Leadership qualities embracing safety values.
- Promotion of a positive safety environment.
- Excellent communication of the safety message.
- Ability to build partnerships with different functions and others in the facility to promote safety efforts.

The Safety Ambassador represents the safety program for their facility and are instrumental in fostering a positive and safe work environment. They maintain a working knowledge promote what constitutes safe acts and. Safety Ambassadors are familiar with the hazards and concerns in their area of operation, as well as offering concrete recommendations.

## Safety Depends ~~On~~ Me” Program



**Facilitator:** Show slide ~~10-19~~, “~~11-20~~, Safety Depends on Me Program.”. Introduce the Safety Depends on Me program.

Play Frostbite video. If you experience issues accessing the link, refer to the Orientation Media DVD.

Review/debrief each video once complete. Allow ~~participants~~employees to share what they learned and ask questions.

Safety Depends on Me is a series of special communications that are disseminated to facilities across the country to build awareness and inform Postal Service employees about a variety of safety-related topics. The topics of these communications are selected to address accident trends and focus on providing the necessary information needed to reduce accidents and prevent exposure to recognized hazards. This program was developed to remind all employees why working safely is important to them, to those they love, and to the Postal Service. The program includes Safety Talks, posters, videos and Info-Packs.

### Safety Talks

Scheduled safety talks are intended to promote safety awareness. All line supervisors are required to conduct safety talks at least once a week with their employee groups, including temporary, casual, and relief personnel.

### Safety Videos

The video format is highly engaging and is designed to make employees think more about accident causes and how they can be prevented. They are designed to grab the attention of every viewer. The intent is that each video will strongly impact each viewer because they can easily see the consequences of unsafe acts on both themselves and our customers. The topics for the videos are chosen by carefully analyzing accident data and responding to topical concerns with the intent of reducing accidents and arming our employees with the tools needed to work safely.

~~The USPS Safety video library contains the following topics:~~

- ~~• Watch Your Back~~
- ~~• Distracted Driver~~

- Heat Stress
- Facility Evacuation

An extensive list of Safety Depends on Me videos can be found on the Blue website.



Show the USPS Safety video library. Navigate to <http://blue.usps.gov/hr/safety/video/welcome.htm> and <http://blue.usps.gov/corpcomm/uspstv/safety-and-health/welcome.htm>

### Safety Info Packs

Info Packs are created on topics where there are multiple resources for information that supplement the tools and tips provided by the USPS. Two examples of these info packs are dealing with Climate Change, specifically Heat and Cold Stress. These info packs contain general guidance, multiple stand-up talks, posters, website links, a smart phone application, bulletin articles, and a supervisory checklist.



**Facilitator:** Show slide 10-20, “Safety Videos.” 11-21, Heat Illness Prevention Program.

Inform the class that we will now watch a few safety videos that may assist them in preventing accidents and injuries while on the job.



Show the following Safety Depends on Me videos:

- Watch Your Back
- Distracted Driver
- Heat Stress
- Egress: Safe Evacuation

• A Click the link to the video library is available on the slide. If you experience issues accessing the link, refer show the Heat Stress safety video. Refer to the



Orientation Media DVD ~~provided as part of your facilitator guide~~ if you have any issues playing the video.

~~Review/debrief each video once complete. Allow employees to share what they learned and ask questions.~~



~~Show slide 10-21, “Heat Stress”~~



~~Refer employees to Job Aids 10.4 and 10.5, “Heat Stress—Symptoms and First Aid and Heat Exhaustion or Heat Stroke” in the Employee Quick Reference Guide pages 54 and 55.~~

### Heat Stress

No matter the time of year, heat stress is a looming concern for many Postal Service workers, and it requires diligent attention to provide the best possible protection.

Causes of heat stress include exposure to high temperatures, particularly when combined with high humidity, and strenuous physical activity. Without prompt treatment, heat exhaustion can lead to heatstroke, a life-threatening condition. Fortunately, heat exhaustion is preventable.

Given the tendency for heat stress illnesses and the serious health conditions associated with heat stress, Postal Service workers should be aware of both the signs of and precautions against heat stress. There are a number of ways to guard against heat stress, and those can be divided into preventative measures, protective measures, and proper attire measures.



**Facilitator:** Show eLearning course “Heat Stress Recognition and Prevention” on the Orientation Media DVD. Course can also be accessed from HERO.

During the eLearning course, complete each activity by selecting volunteers to answer ~~the~~ questions.

Once the eLearning is complete, review/debrief the eLearning course. Allow participant~~employees~~ to ask

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**questions. If there are no questions, facilitate a brief discussion.**

**[Refer participants to Job Aid 11.5, Heat Illness Prevention Program in the Employee Reference Guide page 42.](#)**

### Heat Illness Prevention Program

The purpose of the Postal Service's Heat Illness Prevention Program (HIPP), is to protect our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in every Postal Service facility and will be available for review by all employees. The HIPP is triggered when any employee in a facility is exposed, or reasonably anticipated to be exposed, to heat index temperatures exceeding 80 degrees Fahrenheit for extended periods of time, six hours or more, over the course of a work day or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided visual aids illustrating symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

Employees should call 9-1-1 immediately to report any signs or symptoms of heat-related illness. Call your supervisor to inform them of the situation.

#### Symptoms of heat exhaustion:

- Faint or dizzy
- Excessive sweating
- Cool, pale, clammy skin
- Nausea or vomiting
- Rapid, weak pulse
- Muscle cramps
- Symptoms of heat stroke:
- Throbbing headache
- No sweating
- Body temperature above 103°
- Red, hot, dry skin

- Nausea or vomiting
- Rapid, strong pulse
- May lose consciousness

## **Ergonomics and Wellness Programs**

**Facilitator:** Show slide ~~40~~11-22, “Ergonomics - Fit Work to the Worker.”. Review information on ergonomics. The goal of ergonomics is to reduce stress and eliminate musculoskeletal disorders associated with the overuse of muscles, tendons and ligaments.



Click the link on the slide to play Ergonomics – Watch Your Back safety video.

Provide a few minutes for participants to review the full list of documents and ask questions.

**Facilitator:** Show slide 11-23, Fit Work to the Worker. Highlight how the use of a tote stand can reduce stress on your back.

**Facilitator:** Show slide 11-24, Fit Work to the Worker. Highlight how the use of a hamper tilter can reduce stress on your back.

**Facilitator:** Show slide 11-25, Fit Work to the Worker. Highlight how the use of a dolly can reduce stress on your back.

Review information on work-related injuries.

Refer participants to Job Aid 11.6, Form CA-10, *What a Federal Employee Should Do When Injured at Work* in the Employee Reference Guide page 43.

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As ~~first-class mail~~[First-Class Mail](#) declines, our package business grows. The increase in packages may lead to an increase in musculoskeletal disorders (MSDs) from lifting, pulling and reaching. MSDs are injuries or illnesses that can be the result of wear and tear on your body. The pain from an MSD comes and goes and at some point, may interfere with your ability to do the job. Persistent, lingering pain in the muscles or joints may be a symptom of an MSD, such as carpal tunnel syndrome, rotator cuff tear, or a pinched nerve. Be aware of the motions that aggravate the symptoms and report the condition to your supervisor.

The goal of ergonomics is to reduce stress and eliminate musculoskeletal disorders associated with the overuse of muscles, tendons and ligaments. Ergonomics adapts the job and work environment to eliminate or reduce twisting, reaching, bending, lifting, working with vibrating equipment and other repetitive motions. Ergonomics is about designing and arranging tasks, ~~work spaces~~[workspaces](#), controls, displays, tools, lighting and equipment so people can use them easily and safely.

Ergonomic Stretching Programs – Creating a work athlete program that stresses the importance of stretching throughout the day will help our workforce recognize these hazards and have the tools necessary to prevent injury. Additional ergonomic tools are also available to our employees. These tools range from reach poles to sit/stand stools to hamper lifts, all designed to reduce the repetitive or stressful body motions used in the course of a day. Our work methods are designed with ergonomics in mind. We stress rotation of activities in order to allow the muscles to rest between functions.

Wellness Programs – The safety of our employees extends to the home as well as the workplace. Wellness is an active, life-long process in which the individual becomes aware of and makes positive decisions toward a lifestyle that improves their overall well-being. It is the philosophy of the USPS that in order to reach optimal health, a balance of physical, emotional, social, intellectual, occupational, and spiritual health is required. The Postal Service strives to provide a ~~nationwide employee health promotion~~[national standardized wellness](#) program that facilitates a healthy lifestyle. Strategies utilized to encourage the employee to make lifestyle changes include health education, tools for behavior modification, and the creation of an environment that supports good health maintenance.

## Work-Related Injuries

### Safety Documents



**Show slide 10-23, “Safety Handbooks, Manuals, Publications, and Forms.”**

The Postal Service has an assortment of Safety & Health Handbooks that outline specific guidelines and regulations related to safety. The Handbooks are available under “Policy Net” on the Blue Page.

In addition to handbooks and manuals, the USPS publishes Management Instructions (MI); which are documents that are enforced nationally within the Postal Service and are mandated for compliance by all Postal Service facilities including those related to safety. Management Instructions are also available under “Policy Net” <http://blue.usps.gov/cpim> on the Postal Service intranet.

The Employee and Labor Relations Manual (ELM) Chapter 8 highlights specific safety guidelines required by Postal Service employees.



**Refer employees to Job Aid 10.6, “Safety Documents” in the Employee Quick Reference Guide page 56.**

**Allow employees to review the full list of documents and ask questions.**

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## Job Aid 10.6, Safety Documents

### Safety Documents

#### HANDBOOKS

EL-800	Managing Contract Safety & Health Compliance
EL-801	Supervisor's Safety Handbook
EL-802	Executives' & Managers' S&H Program & Compliance Guide
EL-803	Maintenance Employee's Guide to Safety
EL-804	Safe Driver Program
EL-809	Guidelines for Area/Local Joint Labor-Management S&H Committees
EL-809T	Area/Local Joint Labor-Management S&H Committee Training Program
EL-812	Hazardous Materials and Spill Response
EL-814	Postal Employee's Guide to Safety
AS-556	Asbestos Management Guide

#### FORMS

PS Form 1767	Report of Hazard, Unsafe Condition, or Practice (used to report an unsafe condition)
PS Form 4707	Out of Order (used to tag and report a defective piece of equipment)

#### POSTERS

Poster 205 A-B	Suspicious Mail and Unknown Powder or Substances
Poster 286	Suspicious Mail
Poster 298	Domestic Hazardous Materials Warning Labels and Markings

**Inform employees that management personnel may provide further information on local safety initiatives upon arrival at the work unit.**

## ~~Work-Related Injuries~~

### ~~What Should You Do When Injured at Work?~~



~~Show slide 10-24, “Injured at Work?”~~

~~The Postal Service understands that all accidents cannot be prevented. Job-related injuries may occur and it is our responsibility to ensure that every employee understands the proper actions to take when injured at work.~~

#### Report to Supervisor

~~Every job-related~~an accident or injury occurs, it should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment, as well as damage to medical braces, artificial limbs and other prosthetic devices. If medical treatment is required for your injury, you will be provided medical care.

#### Obtain Medical Care

~~Before you obtain medical treatment, ask your supervisor to authorize medical treatment by use of Form CA-16, *Authorization for Examination And/Or Treatment*. You may initially select the physician to provide necessary treatment. This may be a private physician or, if available, a local federal medical officer/hospital. Emergency medical treatment may be obtained without prior authorization. Take the Form CA-16 and Form OWCP-1500/HCFA-1500, *Health Insurance Claim Form* to the provider you select. The Form OWCP-1500/HCFA-1500 is the billing form physicians must use to submit bills to OWCP. Hospitals and pharmacies may use their own billing forms. An occupational disease claims Form CA-16 may not be issued without prior approval from OWCP.~~

#### File Written Notice

~~In traumatic injuries, complete the employee’s portion of Form CA-1, *Federal Employee’s Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation*. Obtain the form from your employing agency, complete and turn it in to your supervisor as soon as possible, but not later than 30 days following the injury. For occupational disease, use Form CA-2, *Notice of Occupational Disease and Claim for Compensation*, instead of Form CA-1. For more detailed information carefully read the “Benefits ...” and “Instructions ...” sheets which are attached to the Forms CA-1 and CA-2.~~

## Obtain Receipt of Notice

A Receipt of Notice of Injury is attached to each Form CA-1 and Form CA-2. Your supervisor should complete the receipt and return it to you for your personal records. If it is not returned to you, ask your supervisor for it. For more information on work injuries, contact your supervisor, the District Health Resource Management or go to the Department of Labor website: <http://www.dol.gov/owcp/dfec/regs/compliance/ca-11.htm>



**Refer employees to Job Aid 10.7, “Form CA-10, What a Federal Employee Should Do When Injured at Work” in the Employee Quick Reference Guide page 57.**

## **Job Aid 10.7, Form CA-10, What a Federal Employee Should Do When Injured at Work**

<b>What A Federal Employee Should Do When Injured At Work</b>	
<b>Report to Supervisor</b>	Every job-related injury should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment as well as damage to medical braces, artificial limbs and other prosthetic devices.
<b>Obtain Medical Care</b>	Before you obtain medical treatment, ask your supervisor to authorize medical treatment by use of form CA-16. You may initially select the physician to provide necessary treatment. This may be a private physician or, if available, a local Federal medical officer/hospital. Emergency medical treatment may be obtained without prior authorization. Take the form CA-16 and form OWCP-1500/HCFA-1500 to the provider you select. The form OWCP-1500/HCFA 1500 is the billing form physicians must use to submit bills to OWCP. Hospitals and pharmacies may use their own billing forms. On occupational disease claims form CA-16 may not be issued without prior approval from OWCP.
<b>File Written Notice</b>	In traumatic injuries, complete the employee's portion of Form CA-1. Obtain the form from your employing agency, complete and turn it in to your supervisor as soon as possible, but not later than 30 days following the injury. For occupational disease, use form CA-2 instead of form CA-1. For more detailed information carefully read the "Benefits ..." and "Instructions ..." sheets which are attached to the Forms CA-1 and CA-2.
<b>Obtain Receipt of Notice</b>	A "Receipt" of Notice of Injury is attached to each Form CA-1 and Form CA-2. Your supervisor should complete the receipt and return it to you for your personal records. If it is not returned to you, ask your supervisor for it.
<b>Submit Claim For COP/Leave and/or Compensation For Wage Loss</b>	If disabled due to traumatic injury, you may claim continuation of pay (COP) not to exceed 45 calendar days or use leave. A claim for COP must be submitted no later than 30 days following the injury (the form CA-1 is designed to serve as a claim for continuation of pay). If disabled and claiming COP, submit to your employing agency within 10 work days medical evidence that you sustained a disabling traumatic injury. If disabled beyond the COP period, or if you are not entitled to COP, you may claim compensation on form CA-7 or use leave. If disabled due to occupational disease, you may claim compensation on form CA-7 or use leave. A claim for compensation for disability should be submitted as soon as possible after it is apparent that you are disabled and will enter a leave-without-pay status.

The Federal Employees' Compensation Act (FECA) is administered by the U.S. Department of Labor, Office of Workers' Compensation Programs (OWCP). Benefits include continuation of pay for traumatic injuries, compensation for wage loss, medical care and other assistance for job-related injury or death. For additional information about the FECA, read pamphlet CA-11, "When Injured at Work" or Federal Personnel Manual, Chapter 510, Injury Compensation, available from your employing agency. The agency will also give you the address of the OWCP Office which services your area.

**Post on Employees' Bulletin Board**


U.S. Department of Labor  
Office of Workers' Compensation Programs

U.S. GOVERNMENT PRINTING OFFICE: 1987-148448

Form CA-10  
Rev. Aug. 1987



**Job Aid 11.6 Form CA-10,**  
**What a Federal Employee Should Do When Injured at Work**

<h2>What A Federal Employee Should Do When Injured At Work</h2>	
<b>Report to Supervisor</b>	Every job-related injury should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment as well as damage to medical braces, artificial limbs and other prosthetic devices.
<b>Obtain Medical Care</b>	Before you obtain medical treatment, ask your supervisor to authorize medical treatment by use of form CA-16. You may initially select the physician to provide necessary treatment. This may be a private physician or, if available, a local Federal medical officer/hospital. Emergency medical treatment may be obtained without prior authorization. Take the form CA-16 and form OWCP-1500/HCFA-1500 to the provider you select. The form OWCP-1500/HCFA 1500 is the billing form physicians must use to submit bills to OWCP. Hospitals and pharmacies may use their own billing forms. On occupational disease claims form CA-16 may not be issued without prior approval from OWCP.
<b>File Written Notice</b>	In traumatic injuries, complete the employee's portion of Form CA-1. Obtain the form from your employing agency, complete and turn it in to your supervisor as soon as possible, but not later than 30 days following the injury. For occupational disease, use form CA-2 instead of form CA-1. For more detailed information carefully read the "Benefits ..." and "Instructions ..." sheets which are attached to the Forms CA-1 and CA-2.
<b>Obtain Receipt of Notice</b>	A "Receipt" of Notice of Injury is attached to each Form CA-1 and Form CA-2. Your supervisor should complete the receipt and return it to you for your personal records. If it is not returned to you, ask your supervisor for it.
<b>Submit Claim For COP/Leave and/or Compensation For Wage Loss</b>	If disabled due to traumatic injury, you may claim continuation of pay (COP) not to exceed 45 calendar days or use leave. A claim for COP must be submitted no later than 30 days following the injury (the form CA-1 is designed to serve as a claim for continuation of pay). If disabled and claiming COP, submit to your employing agency within 10 work days medical evidence that you sustained a disabling traumatic injury. If disabled beyond the COP period, or if you are not entitled to COP, you may claim compensation on form CA-7 or use leave. If disabled due to occupational disease, you may claim compensation on form CA-7 or use leave. A claim for compensation for disability should be submitted as soon as possible after it is apparent that you are disabled and will enter a leave-without-pay status.
<p>The Federal Employees' Compensation Act (FECA) is administered by the U.S. Department of Labor, Office of Workers' Compensation Programs (OWCP). Benefits include continuation of pay for traumatic injuries, compensation for wage loss, medical care and other assistance for job-related injury or death. For additional information about the FECA, read pamphlet CA-11, "When Injured at Work" or Federal Personnel Manual, Chapter 810, Injury Compensation, available from your employing agency. The agency will also give you the address of the OWCP Office which services your area.</p>	
<p align="center"><b>Post on Employees' Bulletin Board</b></p>	
<p>U.S. Department of Labor Office of Workers' Compensation Programs</p>	
<p align="center"></p>	
<p>U.S. GOVERNMENT PRINTING OFFICE: 1987 5-488-438</p>	
<p align="right">Form CA-10 Rev. Aug. 1987</p>	

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# Safety Training

## Safety Orientation Training Worksheet



**Facilitator:** Show slide ~~10-25~~, “11-26, Safety Orientation Training Worksheet.”. Review each topic currently listed on the Safety Awareness Training Checklist.

~~Remind employees that local~~Local and site-specific safety training should be conducted at their work units as mentioned throughout the module.

Refer participants to Job Aid 11.7, Safety Awareness Training Checklist, in the Employee Reference Guide page 44.~~Review each topic currently listed on the Safety Awareness Training Checklist.~~

A manager or supervisor at your new location will familiarize you with any site-specific safety and health information necessary for you to do your job. This may include applicable Job Safety Analyses (JSAs). JSAs are used to define tasks and potential hazards to performing your job safely. Using the Safety Orientation Awareness Training Worksheet, you will receive training and policies for your new work site. Ask questions and secure answers if unclear about any information provided.


~~Refer employees to~~



**~~Job Aid 10.8, “Safety Awareness Training Checklist” in the Employee Quick Reference Guide page 58.~~**

**~~11.7 Review each topic currently listed on the Safety Awareness Training Checklist.~~**

## Job Aid 10.8, Safety Orientation Awareness Training Worksheet

 <b>Safety Orientation Awareness Training Worksheet</b>				
Area	PC	Facility	Fiscal Year	
Employee Name		Supervisor Name		
Criteria	Yes	No	N/A	Date Completed
Emergency Evacuation Plan (Earthquake, Tornado, Hurricane, Suspicious Packages in the Mail, Shelter in Place, Bomb Threat)				
Fire Prevention Plan				
JSA Review for Jobs Employees will perform				
Accident Reporting Requirement				
Employee Rights and Responsibilities				
Using PS Form 1767				
Using PS Form 4707 (Red Tag)				
The Accident Reduction Plan				
Backing Policy				
Policy of Dismounting Vehicles				
Hazard Communication Awareness				
Hazardous Materials Spill and Leak Awareness				
Lockout Awareness				
Confined Space Awareness				
Asbestos Awareness				
Lead Containing Material Awareness				
Comments				

worksheets\_safetyorientation

Page 1 of 1

## Planning for the Future



– Show slide 10-26, “Planning for the Future.”

The USPS Safety Program is focused on preventing accidents, eliminating hazards, and taking steps to ensure that we have safe work practices as our business changes and grows. We continually look at our changing vehicle fleet, facilities, work methods and growing package business. Safety Research and Development continues to review changes, analyze employee impacts and recommend work methods and practices that ensure the health and well-being of our workforce.



## Safety Orientation Awareness Training Worksheet

Area	PC	Facility	Fiscal Year

Employee Name				Supervisor Name	
Criteria	Yes	No	N/A	Date Completed	Comments
Emergency Evacuation Plan (Earthquake, Tornado, Hurricane, Suspicious Packages in the Mail, Shelter in Place, Bomb Threat)					
Fire Prevention Plan					
JSA Review for Jobs Employees will perform					
Accident Reporting Requirement					
Employee Rights and Responsibilities					
Using PS Form 1767					
Using PS Form 4707 (Red Tag)					
The Accident Reduction Plan					
Backing Policy					
Policy of Dismounting Vehicles					
Hazard Communication Awareness					
Hazardous Materials Spill and Leak Awareness					
Lockout Awareness					
Confined Space Awareness					
Asbestos Awareness					
Lead Containing Material Awareness					

## Safety and You!



**Facilitator:** Show slide ~~40~~11-27, “Safety and You!”

Click the link on slide 11-27 to play the audio file, I pledge Safety. You may have to open the downloaded file for it to play.

Review the I pledge safety audio file.

Ask participants to share any questions they have about keeping safe in the Postal Service. Challenge them to get all their safety questions answered in orientation, training, and upon arrival at the work unit.

You are responsible for performing your duties in the safest possible manner at all times. Making the decision to work safely can be as critical as life and death for you, your family, your co-workers, and for the Postal Service. Let good safety habits extend beyond the workplace.

~~Let good safety habits extend beyond the workplace.~~ For example, decide:

- I choose to lift safely at work and home because I know that if I get injured it means I am less effective at home with family. It means that our customers suffer because I’m not there to provide good service.

Work-related injuries cause time away from your job and loss of production, but more importantly, they impact your family by taking time away from important activities and events. So, work safely for the most important people in your life – you and your family!

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## Summary

~~Ask employees what additional questions they have about keeping safe in the Postal Service. Challenge them to get all their safety questions answered in orientation, training, and upon arrival at the work unit.~~

## Wrap-up

### Summary



— **Facilitator:** Show slide ~~1011~~ 28, “Summary.”

**Review and briefly discuss the topics presented within the module.**

- The Postal Service is committed to providing its employees and customers a safe and healthy environment.
- The Postal Service has established several safety-related programs focused on improving workplace safety to comply with OSHA rules.
- Observing safe working practices and Postal Service safety rules is a primary responsibility of all Postal Service employees.
- The USPS Safety Program is focused on preventing accidents, eliminating hazards, and taking steps to ensure that we have safe work practices as our business changes and grows.
- You are responsible for performing your duties in the safest possible manner at all times.

— ~~For Further Information~~



— ~~Show slide 10 29, “For Further Information.”~~

— ~~Refer employees~~ If you have questions regarding how to perform you safely or Safety in the Additional Resources job aid within the quick reference guide and point out the workplace, you have resources listed below.

- in your office who can help you. Speak with your Postmaster, Manager, Supervisor, Manager or Safety Ambassador.



- ~~Employee and Labor Manual (ELM), Chapter 8~~
- ~~<http://www.dol.gov/owep/dfec/regs/compliance/ea-11.htm>~~

~~**Address all questions that employees may have relating to the resources.**~~



## Module 11: Reporting to Work

### Objectives:

~~Upon completion of this module, you will be able to:~~

- ~~• Explain the importance of reporting to work as scheduled and its impact to the Postal Service.~~
- ~~• Identify key sections of your earnings statement.~~
- ~~• Explain how to use the appropriate time badge card to record time.~~
- ~~• Describe the leave policies and limitations for MHAs and PSEs, and demonstrate completion of PS Form 3971, *Request for or Notification of Absence*.~~
- ~~• Adhere to the leave procedure responsibilities.~~
- ~~• Identify health benefits available to non-career employees.~~

### ~~Time Allocated for Module:~~

- ~~• 60 minutes~~

### Summary:

- Introduction

### • ~~Workforce Availability~~

### • ~~Earnings and Pay~~

### • ~~Timekeeping~~

- Leave Policy
- Health Benefits
- Other Benefits
- Wrap-up

### ~~Instructional Methods:~~

- Lecture
- PowerPoint slides
- Interactive Discussion

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- ~~Group and Individual Exercises~~

- ~~eLearning~~

### ~~Participant Material Used:~~

- ~~Employee Quick Reference Guide~~

- ~~PS Form 1223-B, *Earnings Statement* (Sample)~~

- ~~Time Conversion Chart~~

- ~~PS Form 1260, *Nontransactor Card*~~

- ~~PS Form 1234, *Utility Card*~~

- ~~PS Form 1261, *Non EBR Report*~~

- ~~PS Form 3791, *Request For or Notification of Absence* (Sample)~~

- ~~Fact Sheet, Non-Career Employee Benefits~~

### ~~Media Required:~~

- ~~Computer/LCD projector~~

- ~~Orientation Media DVD~~

## Introduction



Show slide 11-1, “Module 11: Reporting to Work.”



Show slide 11-2, “Objectives.”

Review and discuss the objectives and topics covered in this module (Summary).

## Workforce Availability



Show slide 11-3, “Workforce Availability.”

It is important that you report to work as scheduled. Your pay, leave, and other related benefits are all impacted by your attendance. This eLearning course will explain the importance of employees being regular in attendance and define the procedures for documenting scheduled and unscheduled leave.



Show eLearning course “ONE: Workforce Availability” on the Orientation Media DVD.

## Earnings and Pay

### Getting Paid



Show slide 11-4, “Getting Paid.”

You will be paid bi-weekly. Your first paycheck will be sent to your work location.

Inform employees of first pay date.

Use sample pay schedule to provide explanation of first pay based on the pay period of the orientation class.

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If you begin work in week one of the pay period, your first check will include two weeks of pay. If you begin work in week two of the pay period, your first check will include one week of pay.

## ~~Earnings Statement~~



~~Show slide 11-5, “Earnings Statement.”~~

~~When receiving a paycheck or stub indicating direct deposit, an attached earnings statement details the information applicable to an employee’s circumstances. Earnings statements reflect work and leave hours, and miscellaneous deductions during a pay cycle~~

~~You can sign up for direct deposit on LiteBlue. Direct Deposit pay stubs will be mailed to your home.~~

**~~Inform employees that the instructions to sign up for direct deposit will be covered in a later module.~~**

**~~Discuss the earnings statement and explain each section.~~**



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~~— **TYP** Hours type code. This space is blank for all adjustments and allowances. The following codes may appear:~~

- ~~▪ **W** Straight time work hours~~
- ~~▪ **O** Overtime~~
- ~~▪ **N** Night shift differential~~
- ~~▪ **L** Leave hours (paid leave and leave without pay)~~
- ~~▪ **G** Guarantee time (Time paid for hours guaranteed, but not worked)~~

~~— **HOURS** Actual hours worked in hours and hundredths~~

~~— **PAY** Gross amount of pay for number of hours worked~~

~~Fair Labor Standards Act (FLSA) is a federal law that establishes requirements for minimum wages, overtime pay, and other items. FLSA work hours appear on your pay stub when the total hours worked for one or both weeks of the pay period exceed forty (40) hours.~~

- ~~• **GROSS TO NET** Total gross pay, deductions, and resulting net pay for the current pay period and pay year to date. There are different entries that can appear in this section depending on the selection of benefits and allotments.~~
- ~~• **LEAVE STATUS** Details the amount of leave (annual and leave without pay) earned and used for current pay period and year to date. Leave year begins with the first full pay period of a calendar year.~~

**Inform employees that leave will be further discussed later in this module.**

- ~~• **NET PAY** Gross pay minus deductions plus or minus adjustments equals net earnings plus nontaxable allowances equals total net pay.~~





Show slide 11-6, "Earnings Statement."



Refer employees to Job Aid 11.1, "PS Form 1223-B, Earnings Statement (Sample)" in the Employee Quick Reference Guide page 59.

## Job Aid 11.1, PS Form 1223-B, Earnings Statement

000		01-1560		Employee Name			012345678		24 17		12345678	
PAYLOC		FINANCE NO.		EMPLOYEE NAME			EMPLOYEE ID		PAY PERIOD		SERIAL NUMBER	
DETAIL EARNINGS							GROSS TO NET			LEAVE STATUS		
WK	RSC/LEV	RATE	CODE	TP	HOURS	PAY	THIS PERIOD		YEAR-TO-DATE		ANNUAL LEAVE (AL) CAT: 4.00	
2	0 01	1691	844	W	30.00	507.30	GROSS PAY	101460	1926114	AL PRIOR YR BAL 0.00		
1	0 01	1691	844	W	30.00	507.30	FED TAX R3	5093	81894	+ AL EARNED YTD 51.00		
							ST TAX ALS03	3665	64778	+ AL HOL EARNED YTD 0.00		
							RETIRE	00	00	- AL USED YTD 0.00		
							MEDICARE	1472	27929	= EARNED AL BAL 51.00		
							UN L	2483	42211	+ AL ADVANCED 0.00		
							SOSEC	6290	119419	= AVAIL AL BAL 51.00		
							EMA	00	22860	AL USED THIS PP 0.00		
										SICK LEAVE (SL) CAT: 0.00		
										SL PRIOR YR BAL 0.00		
										+ SL EARNED YTD 0.00		
										- SL USED YTD 0.00		
										= CURRENT SL BAL 0.00		
										SL USED THIS PP 0.00		
										LEAVE WITHOUT PAY (LWOP)		
										PAY PERIOD LWOP 0.00		
										PP01 TO CURRENT PP 0.00		
										USPS RETIREMENT		
							NET PAY			824.57		
										0.00		

PS FORM 1123 0-00000-1000



**ACTIVITY:** Using the sample earnings statement job aid, select volunteers to identify the pay information. Correct answers are provided below. Use the PPT slide animations to display the correct answers.

- Hourly Rate: 16.91
- Pay Period: 24
- Total Hours in Week 1: 30
- Total Pay in Week 2: \$507.30
- Gross Pay for Current Period: \$1,014.60
- Net Pay for Current Period: \$824.57

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- ~~Available Annual Leave Balance: 51.00~~

- ~~Cumulative Leave Without Pay: 0~~

~~Inform employees that further information regarding pay rates, overtime, and work hours specific to their craft will be covered as part of their briefing and/or OJI following orientation.~~

## ~~*Timekeeping*~~

### ~~Time Conversion~~



~~Show slide 11-7, “USPS Time Conversion.”~~

~~The Postal Service records time in military hours and hundredths.~~

- ~~Note that the hours are based on a 24-hour clock, while the minutes are hundredths. Examples of converting minutes to hundredths would be 15 minutes equals 25 hundredths and 30 minutes equals 50 hundredths. The time conversion chart is on the back of PS Form 1260, *Nontransactor Card*.~~



~~Show slide 11-8, “USPS Time Conversion.”~~



~~Refer employees to Job Aid 11.2, “Time Conversion Chart” and the clock face in the Employee Quick Reference Guide page 60.~~

## Job Aid 11.2, Time Conversion Chart

Minutes	Hundredths	Minutes	Hundredths	Minutes	Hundredths
0	.00	21	.35	41	.68
1	.02	22	.37	42	.70
2	.03	23	.38	43	.72
3	.05	24	.40	44	.73
4	.07	25	.42	45	.75
5	.08	26	.43	46	.77
6	.10	27	.45	47	.78
7	.12	28	.47	48	.80
8	.13	29	.48	49	.82
9	.15	30	.50	50	.83
10	.17	31	.52	51	.85
11	.18	32	.53	52	.87
12	.20	33	.55	53	.88
13	.22	34	.57	54	.90
14	.23	35	.58	55	.92
15	.25	36	.60	56	.93
16	.27	37	.62	57	.95
17	.28	38	.63	58	.97
18	.30	39	.65	59	.98
19	.32	40	.67		
20	.33				



**ACTIVITY:** Using the time conversion chart and clock, select volunteers to convert the time displayed on the slide. Correct answers are provided below. Use the PPT slide animations to display the correct answers.

1. 11:00 pm = 23.00

2. 1.08.50 = 8:30 am

3. 1.6:15 pm = 18.25

4. 1.9:10 am = 09.17

5. 1.23.75 = 11:45 pm

6. 1.5:40 pm = 17.67

7. 1.6:05 pm = 18.08

## Time Badge Card



Show slide 11-9, "Nontransactor Card."

A time badge card that has your name, Employee ID number, and pay location on it will be issued to you and used to record your time. Your supervisor will demonstrate how to use the time badge card. For privacy purposes, all employees are issued a specific employee ID at the time of appointment so that there is no need to record items to your social security number, risking misuse of social security numbers.

**Remind employees that badges should be worn at all times.**

**Explain that there are two types of time badge cards.**

### Nontransactor Card

Nontransactor cards are used by clerks, postal support employees, mail handlers, city carriers, and custodians. There are five time transactions:

- Begin Tour (BT)
- Out to Lunch (OL)
- In from Lunch (IL)
- End Tour (ET)
- Move (MV)



— Refer employees to Job Aid 11.3, “PS Form 1260, Nontransactor Card” in the Employee Quick Reference Guide page 61.

### **Job Aid 11.3, PS Form 1260, Nontransactor Card**

Name (Last, First, MI)			EIN (8 digits)		Pay Loc.	
Date (MM/DD/YYYY)	Ring Type (BT, OL, IL, MV, ET)	OPN-LU (6 digits)	Route (6 digits)	Finance No. (6 digits)	Time Hrs/100's	
Supervisor Name (Print)			Comment(s):			
Supervisor Signature & Date						

PS Form 1260, July 2012, (Page 1 of 2) PSN 7530-01-000-9268 **NON-EBR CARD**



Show slide 11-10, "Utility Card."

### Utility Card

Utility cards are used by rural carriers and relief rural carriers. Recording of the clock rings must begin from the bottom of the form working up.



Refer employees to Job Aid 11.4, "PS Form 1234, Utility Card" in the Employee Quick Reference Guide page 62.

### Job Aid 11.4, PS Form 1234, Utility Card

Utility Card														
Name _____														
EIN _____														
Check Appropriate: <input type="checkbox"/> Loan <input type="checkbox"/> Training <input type="checkbox"/> STTO <input type="checkbox"/> Extra Clock Rings <input type="checkbox"/> Transfer (See boxes at right as necessary) <input type="checkbox"/> AL <input type="checkbox"/> FDS														
REGULAR ASSIGNED POSITION							TEMPORARY ASSIGNED POSITION							
Title _____ P/L _____							Title _____ P/L _____							
DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK
<b>NOTE:</b> For reporting training hours, enter "TRAINING" in the temporary assigned position block.														
Justified (Reason)	LWOP	Paid Leave		Other	NW	OT	Clock Hours		NW	OT	Clock Hours		NW	OT
		OL	SL				AL	Init. & Day			Guar. OT	Guar. Time		
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day	Guar. OT	Guar. Time				
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day	Guar. OT	Guar. Time				
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day	Guar. OT	Guar. Time				
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day	Guar. OT	Guar. Time				
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day	Guar. OT	Guar. Time				

PS Form 1234, March 1992

START

Explain that instructions to complete each form will be covered as part the supplemental training classes and/or OJI following orientation.



Show slide 11-11, “PS Form 1261, Non-EBR Report.”

The Non-EBR Report is used for entry of clock ring data, overtime, and out-of-schedule authorizations. This form is similar to the Form 1260 but allows entry of data for more than one employee.



Refer employees to Job Aid 11.5, “PS Form 1261, Non-EBR Report” in the Employee Quick Reference Guide page 63.

## Job Aid 11.5, PS Form 1261, Non-EBR Report

UNITED STATES POSTAL SERVICE®		Non-EBR Report										Service Date			
Employee Name and Employee ID (EIN)		BT	Move	Move	OL	IL	Move	Move	ET	OT Start Hrs/Mn	Pay Amt. Hrs/Mn	Authorized Technician	Authorized Supervisor	Signature	Printed
Time															
CPN (L)															
Route #															
PSN #															
Time															
CPN (L)															
Route #															
PSN #															
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Route #															
PSN #															
Time															
CPN (L)															
Route #															
PSN #															
Office			Pay Location		Supervisor Signature and Date										

PS Form 1261, September 2013 PSN 7330-01-000-0089

## Leave Policy

### Annual Leave



–Show slide 11-12, “Annual Leave.”

~~Non-career employees (excluding casuals) are provided annual leave (vacation) for rest, recreation, emergency purposes, and illness or injury. Annual leave is earned based on the number of hours in which an employee is in a pay status in each pay period. All leave must be requested on PS Form 3971, Request for or Notification of Absence for approval by the supervisor.~~



~~–Explain that leave is earned immediately for CCAs, MHAs, and PSEs. RCAs are not in leave-earning status when hired, and will be notified by the postmaster once they are eligible to earn leave. Casuals do not earn leave. Refer employees to their supervisor for further questions regarding leave. Show slide 11-12 “Scheduled Leave.”~~



–Show slide 11-13, “Scheduled Leave.”

### Scheduled Leave

~~Except for emergencies, annual leave must be requested on PS Form 3971 and approved in advance by the supervisor. Employees are expected to maintain their assigned schedule and must make every effort to avoid unscheduled absences. Supervisors may approve or disapprove the leave request.~~

---

## Unscheduled Leave for Emergencies and Illness or Injury

An exception to the advance approval requirement is made for emergencies and illness or injury; however, in these situations, the employee must notify appropriate postal authorities as soon as possible as to the emergency or illness/injury and the expected duration of the absence. As soon as possible after return to duty, employees must submit PS Form 3971 and explain the reason for the emergency or illness/injury to their supervisor. Supervisors may approve or disapprove the leave request.

## ~~**Holiday Leave**~~



~~—Show slide 11-14 “Holiday Leave.”~~

MHAs, PSEs, and CCAs will receive holiday pay for the following six holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, pursuant to the requirements in Article 11.2 of the National Agreement.

~~MHAs, PSEs, and CCAs will receive holiday pay based on the size of the office in which they work, pursuant to the following guidelines:~~

- ~~• 200 Man Year offices — 8 hours~~
- ~~• POStPlan offices — 4 hours~~
- ~~• All other offices — 6 hours~~

MHAs and PSEs who work on a holiday may, at their option, elect to have their annual leave balance credited with 6, or 8 hours (as applicable) of annual leave in lieu of receiving holiday pay.

## ~~**Vacation Choice**~~



~~—Show slide 11-15, “Vacation Choice.”~~

~~Career employees are given preference over MHAs and PSEs when scheduling annual leave. This preference will take into consideration that scheduling is done on a tour-by-tour basis and that employee skills are a determining factor in this decision.~~



~~There may be additional provisions that have been bargained for MHAs, CCAs PSEs locally in your assigned unit for making some types of vacation selections. Ask your OJI in the unit for information on local leave provisions.~~

## ~~Annual Leave Accrual~~



~~Show slide 11-16, “Annual Leave Accrual.”~~

~~Annual leave accrues and is credited in whole hours at the end of each bi-weekly pay period. An employee must earn annual leave hours prior to use and must not exceed number of hours accrued.~~

~~Employees with an appointment after the first Monday of a pay period do not receive leave credit for service performed during that pay period.~~

### ~~Review rates of accrual based on hours in pay status per pay period.~~

<del>Rate of Accrual</del>	<del>Hours in Pay Status</del>	<del>Hours of Annual Leave Earned Per Pay Period</del>
<del>1 hour for each unit of 20 hours in pay status in each pay period</del>	<del>20</del>	<del>1</del>
	<del>40</del>	<del>2</del>
	<del>60</del>	<del>3</del>
	<del>80</del>	<del>4 (max.)</del>

## ~~Payment for Accumulated Annual Leave~~



~~Show slide 11-17, “Lump Sum Payment.”~~

~~A separating non-career employee may receive a lump sum payment for accumulated annual leave subject to the following condition:~~

~~A non-career whose separation is effective before the last Friday of a pay period does not receive credit or terminal leave payment for the leave that would have accrued during that pay period.~~

## ~~Requesting Annual Leave~~



~~Show slide 11-18, “Requesting Annual Leave.”~~

~~Except for emergencies, employees who qualify and wish to request annual leave must do so by submitting PS Form 3971, *Request for or Notification of Absence*, for advanced approval by the supervisor. An exception to the advanced approval requirement is made for emergencies and illness or injury. In these situations, the employee must notify appropriate Postal Service authorities as soon as possible as to the emergency or illness/injury and the expected duration of the absence and submit PS Form 3971 as soon as possible after returning to duty.~~

**Note that career employees cannot request annual leave during their first 90 days of employment.**



~~Refer employees to Job Aid 11.6, “PS Form 3971, *Request for or Notification of Absence (Sample)*” in the Employee Quick Reference Guide page 64.~~

**Review each section of required information on the form below.**

## Job Aid 11.6, PS Form 3971, Request for or Notification of Absence (Sample)

UNITED STATES POSTAL SERVICE®		Request for or Notification of Absence									
Employee's Name (Print last, first, MI.)		Employee ID		Date Submitted (MM/DD/YYYY)		No. of Hours Requested		SCHEDULED UN SCHEDULED	PP	Year	
Installation (For postmaster's leave, show city, state, and ZIP Code)		N/S Day		Pay Loc. No. D/A Code		From: Date Hour					
Time of Call or Request		Scheduled Reporting Time		If Needed, Employee Can Be Reached At: <input type="checkbox"/> Do not call		Thru: Date Hour		SCHEDULED UN SCHEDULED	Day	Init.	Hours
Type of Absence <input type="checkbox"/> Annual <input type="checkbox"/> Holiday/AL Lv Exch <input type="checkbox"/> Carrier 701 Route <input type="checkbox"/> LWOP (See reverse) <input type="checkbox"/> Sick (See reverse) <input type="checkbox"/> Late <input type="checkbox"/> COP (See reverse) <input type="checkbox"/> Other		Documentation (For official use only) <input type="checkbox"/> FMLA Requested (Certification review - HRSSC) <input type="checkbox"/> For COP Leave (CA1 on file) <input type="checkbox"/> For Advanced Sick Leave (PS 1221 on file) <input type="checkbox"/> For Military Leave (Orders reviewed) <input type="checkbox"/> For Court Leave (Summons reviewed) <input type="checkbox"/> For Higher Level (PS 1723 on file) <input type="checkbox"/> Scheme Training Testing Qualifying (Memo on file)		Revised Schedule for (Date) Begin Work Lunch Out Lunch In End Work Total Hours		Approved in Advance <input type="checkbox"/> Yes <input type="checkbox"/> No					
Remarks (Do not enter medical information. See Privacy Act Statement on reverse of this form.)											
I understand that the annual leave authorized in excess of the amount available to me during the leave year will be charged to LWOP.											
Employee's Signature and Date		Signature of Person Recording Absence and Date				Signature of Supervisor and Date Notified					
Official Action on Application (Return copy of signed request to employee.)											
<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved (Give reason below)		Do not check an FMLA box until you verify the FMLA designation. <input type="checkbox"/> FMLA Designation is PENDING <input type="checkbox"/> FMLA Protected <input type="checkbox"/> Not FMLA Protected				Signature of Supervisor and Date <input type="checkbox"/> Continued on reverse					
PS Form 3971, October 2017 (Page 1 of 2) PSN 7530-02-000-9136											
Warning: The furnishing of false information on this form may result in a fine of not more than \$10,000 or imprisonment of not more than 5 years, or both (18 U.S.C. 1001).											

Reason I was incapacitated for duty during this absence:		Leave Types and Codes (Information Only)		Time Card	FMLA Dep. Care	Time Clock	SCHEDULED UN SCHEDULED	PP	Year
<input type="checkbox"/> Sickness <input type="checkbox"/> On-the-Job Injury <input type="checkbox"/> Off-the-Job Injury <input type="checkbox"/> Exposed to a Contagious Disease	<input type="checkbox"/> Pregnancy, Prenatal Care, or Childbirth <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Job-related) <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Not job-related)	Annual	55	0500					
		Annual - FMLA	55	01	0500				
		Sick	56	0500			Sun	02	
		Sick - FMLA	56	02	0500				
		Sick - Dependent Care	56	08	0500		Mon	03	
		Sick - Dependent Care - FMLA	56	07	0500				
		Absent Without Leave	24	0240			Tue	04	
		Act of Nature	78	0780					
		Blood Donor	69	0690			Wed	05	
		Civil Defense	77	0770					
		Civil Disorder	81	0810			Thur	06	
		COP - USPS	71	0710					
		COP - USPS - FMLA	71	03	0710		Fri	07	
		Court Duty	61	0610					
		Donated	45	0450			Sat	08	
		Donated - FMLA	46	0460					
		HQ Authorized Administrative	79	0790			Sun	09	
		Holiday - AL Leave Exchange	28	0280					
		LWOP - Part Day	59	0500			Mon	10	
		LWOP - Part Day - FMLA	59	05	0500				
		LWOP - Full Day	60	0600			Tue	11	
		LWOP - Full Day - FMLA	60	06	0600				
		LWOP - ICD/OWOP	49	0490			Wed	12	
		LWOP - ICD/OWOP - FMLA	49	04	0490				
		LWOP - In Lieu of Sick Leave	59 or 60	05901 or 06001			Thur	13	
		LWOP - Maternity	59 or 60	05905 or 06005					
		LWOP - Military	44	04400			Fri	14	
		LWOP - Personal Reasons	59 or 60	05903 or 06003					
		LWOP - Prolapsed	59 or 60	05902 or 06002			Sat	15	
		LWOP - Suspension	59 or 60	05906 or 06006					
		LWOP - Suspension Pend Term	59 or 60	05908 or 06008			Sun	16	
		LWOP - Union Official	84	08400					
		Military	67	06700			Mon	17	
		Relocation	80	08000					
		Volting Leave	85	08500			Tue	18	
		Other Paid Leave	86	08600					

PS Form 3971, October 2017 (Page 2 of 2) PSN 7530-02-000-9136

- ~~Name~~
- ~~Employee ID number~~
- ~~Date submitted~~
- ~~Number of hours requested~~
- ~~Installation~~
- ~~If this is a non-scheduled day~~
- ~~Employee pay location~~
- ~~Destination/Activity (Des/Act) Code~~
- ~~Date and time your requested leave is to start and end~~
- ~~Check box for the type of leave requested~~
- ~~Sign and date the form~~

~~Follow local procedures for submitting the form.~~

**~~Inform employees that further information regarding annual leave and how to complete PS 3971 will be covered as part of their supplemental training and/or OJI following orientation. Management personnel will also provide procedures to follow when employees are unable to report for work upon arrival at the work unit.~~**

~~The supervisor is responsible for approving or disapproving applications for annual leave by signing PS Form 3971. If a supervisor does not approve an application for leave, the disapproved block on PS Form 3971 is checked and a reason is recorded in the space provided. Absent without leave (AWOL) determinations are similarly noted. Non-career employees receive a copy of the approved or disapproved PS Form 3971.~~

~~There may be additional provisions that have been bargained for non-career employees locally in your assigned unit for making some types of vacation selections. Ask your OJI in the unit for information on local leave provisions.~~

---

## ~~Family and Medical Leave Act (FMLA)~~



~~Show slide 11-19, “Family and Medical Leave Act (FMLA).”~~

~~The Family and Medical Leave Act (FMLA) is a federal law that entitles eligible employees to take job-protected leave to attend to certain serious health and family matters. The FMLA also provides protected leave to assist employees with issues arising from a family member’s military deployment abroad and leave to care for a service member who suffered an injury or illness in the line of duty.~~

~~To be eligible for FMLA-protected leave, an employee must have worked for the Postal Service for at least 12 months, and must have worked at least 1250 hours during the year preceding the start of his/her leave. The 12 months of Postal Service employment includes any work occurring in the past 7 years. However, the 1250 hours of work includes only hours actually “worked” in the year preceding the leave and does not include leave taken, layoffs, or jury duty.~~

## ~~Wounded Warrior~~



~~Show slide 11-20, “Wounded Warrior.”~~

~~Wounded Warriors Leave (WWL) is an authorized absence from the Postal Service to undergo medical treatment for a service-connected disability rated at 30 percent or more. It is a separate paid leave category, distinct from sick or annual leave.~~

~~Newly hired and existing eligible employees are credited with 104 hours of WWL annually, following the receipt of supporting documentation. Eligibility documentation should reflect a disability rating of 30 percent or more.~~

~~WWL is available for use retroactively to the first day of their enter-on-duty date, or the current Leave Year, whichever is later, for use through the end of the Leave Year.~~

### ~~Eligibility~~

~~It is the employee’s responsibility to notify the Postal Service of his or her eligibility before requesting WWL. Employees must provide documentation from the Department of Veterans Affairs certifying that the~~

~~employee has a qualifying service-connected disability. The documentation must be dated 1991 or later.~~

~~If an employee's service-connected disability rating is decreased to below 30 percent or discontinued during any Leave Year, then the employee no longer has a qualifying service-connected disability.~~

~~They are no longer eligible for WWL as of the effective date of the rating change.~~

~~Employees must provide documentation from the Department of Veterans Affairs certifying that that their eligibility was discontinued or decreased below 30 percent.~~

~~Employees should contact HRRC to learn how to submit documentation.~~

### ~~Requests~~

~~The employee must submit to his/her Supervisor a [PS Form 3971, Request for Notification of Absence](#) (opens in a new window) along with a copy of the [PS Form 5980, Treatment Verification for Wounded Warriors Leave](#) (opens in a new window), certified by a health care provider that the employee used the leave to receive treatment for a covered disability.~~

~~*Employees eligible for WWL may also be eligible to protection under the Family and Medical Leave Act. (See [ELM 515](#) (opens in a new window) for more information and eligibility requirements.)*~~

## ~~Health Benefits~~

### ~~Health Benefits for Non-Career Employees~~



~~Show slide 11-21, "Health Benefits for Non-Career Employees."~~

~~Explain the health benefits plans available to each non-career employee.~~

	<del>Non-Career Employee Health Benefits (USPSHB) Plan</del>	<del>Federal Employee Health Benefits (FEHB) Plan</del>
<del>CCA</del>	<del>✓</del>	<del>Eligible after one year of continuous employment,</del>
<del>RCA</del>	<del>✓</del>	

MHA	✓	excluding any break in service of 5 days or less.
PSE	✓	

~~All CCAs, MHAs, PSEs and RCAs are eligible for the USPS Health Benefits (USPSHB) plan with no waiting period. Non bargaining, non-career employees are also eligible to participate. Casual employee must meet the Patient Protection and Affordable Care Act (PPACA) definition of a full-time employee by averaging 30 paid hours per week over a measurement period. Casual employees will receive a letter notifying them of their eligibility if they meet the PPACA requirement.~~

~~Upon completion of 360 days of service, excluding breaks in service of five days or less, non-career employees are eligible to participate in the Federal Employees Health Benefits Program (FEHB).~~

~~Eligible employees have 60 days from their enter on duty date to enroll. The USPS benefits plan is administered by United Healthcare. You may immediately enroll after your enter on duty (EOD) date unless you are a casual. The Postal Service contributes a minimum of \$125 per pay period towards the cost of this plan. CCAs and PSEs receive additional Postal Service contributions towards Self Plus One and Self and Family. Visit [litblue.usps.gov/uspshbp](http://litblue.usps.gov/uspshbp) for plan information, including rates.~~

~~The Postal Service also participates in the Federal Employee Health Benefits (FEHB) Program. You may participate in FEHB after you complete 365 days of continuous service, excluding any breaks in service of five days or less. There are many plans under the FEHB: including Fee-For-Service, Health Maintenance Organizations (HMOs), and High Deductible and Consumer-Driven Health Plans. While most non-career employees pay the full cost of the plan they select, some non-career employees are eligible for an employer contribution to certain plans administered by the union who represents them.~~



~~Show slide 11-22, “Dental and Vision Insurance (FEDVIP).”~~

## ~~Dental and Vision Insurance (60 days from eligibility date for FEHB to enroll)~~

~~You will be eligible to participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP) if you are eligible to participate in FEHB. While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable because premium contributions are not subject to taxes.~~





~~Refer employees to Job Aid 11.7, “Fact Sheet, Non-Career Employee Benefits” in the Employee Quick Reference Guide pages 65-66.~~

## ~~Other Benefits~~



~~Show slide 11-23, “Flexible Spending Accounts (FSA).”~~

### ~~Flexible Spending Accounts (60 days from eligibility date for FEHB to enroll)~~

~~Employees eligible to participate in FEHB may also participate in the Flexible Spending Accounts (FSA) Program. Tax-free FSA contributions can be used to cover most out-of-pocket health care and dependent care (day care) expenses.~~



~~Show slide 11-24, “Long Term Care Insurance (FLTCIP).”~~

### ~~Long Term Care Insurance (60 days from eligibility date for FEHB to enroll)~~

~~You will be eligible to participate in the Federal Long Term Care Insurance Program (FLTCIP) if you are eligible for FEHB. FLTCIP insures for the cost of receiving long-term care (for example, nursing home, assisted living, or in-home care), which typically is not covered by an individual’s health insurance or Medicare.~~



~~Show slide 11-25, “Employee Assistance Program (EAP).”~~

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## Employee Assistance Program

~~At varying times in our lives we face personal challenges. Some problems are easily resolved, others can be best solved with professional assistance. The Postal Service provides free access to an Employee Assistance Program (EAP) for all employees and their families through New Directions Behavioral Health. EAP is more than just another benefit. It's a time-saving, stress-relieving, powerful tool that helps put resources at your fingertips and supports you in reaching your full potential. Check out [www.EAP4YOU.com](http://www.EAP4YOU.com) for more information.~~



~~Show slide 11-26, “Benefits and Wellness.”~~

~~The Benefits and Wellness Team’s mission is to support the overall wellbeing of our employees and their families through awareness, education, and access to better options. Wellness is about your physical and emotional health, it’s about your sense of financial security, it’s about your connections with others and your community, and it’s about how fulfilled you feel in your work, and at work. Wellness is not about sacrificing in one area in order to succeed in another. It’s about finding a balance between all of these dimensions — caring for the whole you. Visit our Health and Wellness page at <https://liteblue.usps.gov/wellness/>.~~

**Inform employees that they will receive more information regarding health benefits specific to their craft at their work units. Information on eligibility requirements, cost, and coverage will also be covered.**

## Wrap-up

### Summary



~~Show slide 11-27, “Summary.”~~

**Review and briefly discuss the topics presented within the module.**

- ~~• Your pay, leave, and other related benefits are all impacted by your attendance.~~

- ~~• Earnings statements reflect work and leave hours and miscellaneous deductions during a pay cycle.~~
- A time badge card that has your name, Employee ID number, and pay location will be used to record your time.
- ~~• A signed PS Form 3971 is critical for approving scheduled and unscheduled leave requests.~~

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## For Further Information



~~Show slide 11-28, “For Further Information.”~~

~~Refer employees to the Additional Resources job aid within the quick reference guide and point out the resources listed below.~~

~~— Handbook F-21, *Time and Attendance*~~

~~— Non-Career Employee Health Benefits Plan~~

~~— Federal Employee Health Benefits Plan~~

~~— For information on available Benefits, visit:~~

~~<https://liteblue.usps.gov/humanresources/benefits/>~~

~~Address all questions that employees may have relating to the resources.~~

Always remember, Safety Depends on Me.

# Module 12: Equal Employment Opportunity (EEO)

## Objectives:

Upon completion of this module, you will be able to:

- Identify the EEO laws and explain how the complaint process works for the United States Postal Service: [\(USPS\)](#).
- Recall REDRESS for conflict resolution.
- Recognize workplace harassment and employee rights.
- Identify the No FEAR Act and its purpose.

## Time Allocated for Module:

- 90 minutes

## Summary:

- ~~Introduction~~
- ~~What You Need to Know About EEO Laws~~
- ~~Understanding, Preventing, and Reporting Harassment~~
- ~~No FEAR Act~~
- ~~Wrap-up~~

## Instructional Methods:

- Lecture
- ~~PowerPoint slides~~

## Participant Material Used:

- Employee ~~Quick~~ Reference Guide
  - Poster 72, *Equal Employment Opportunity is the Law*
  - Poster 159, *Workplace Harassment, Know Your Rights! Take Responsibility!*

## Media Required:

- Computer/LCD projector
- Orientation Media DVD
- ~~Rip~~ Chart (optional)



## **Introduction**



**Facilitator:** Prior to presenting this module, invite an EEO representative to address the class.

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## Introduction



**Facilitator:** Show slide 12-1, “~~Module 12: Equal Employment Opportunity (EEO)~~”.



**Facilitator:** Show slide 12-2, “~~Objectives~~”.

Review and discuss the objectives and topics covered in this module (~~Summary~~).

## ~~What You Need to Know About~~ **EEO Laws**



**Facilitator:** Show slide 12-3, “~~What You Need to Know About~~ EEO Laws”.

## ~~What are~~ **EEO Laws?**

### Review Equal Employment Opportunity Laws.

Laws enforced by the Equal Employment Opportunity Commission (EEOC), make it illegal to discriminate against employees or applicants for employment based on:

- Race
- Color
- Religion
- Genetic information
- National origin
- Sex (including pregnancy, sexual orientation, gender identity including transgender status and gender stereotypes)
- Age (40+)
- Physical or mental disability
- Retaliation for involvement in protected EEO activity



In addition, a person who files an EEO complaint, participates in an investigation of an EEO complaint, or opposes an employment practice made illegal under any of the statutes enforced by the EEOC is protected from retaliation.

If you, as a USPS employee or applicant, believe you have been discriminated against due to one of the above categories, you have the right to file an EEO complaint with the Postal Service.

It is also the policy of the Postal Service to prohibit discrimination or harassment based on age, genetic information, sexual orientation, marital status, status as a parent and past, present, or future military service.



— **Facilitator:** Show slide 12-4, “Options.”.

**Review the EEO pre-complaint process REDRESS, and the formal complaint process.**

**Refer participants to Job Aid 12.1, Poster 72, *Equal Employment Opportunity is the Law* in the Employee Reference Guide page 45.**

You must first take part in the EEO ~~precomplaint~~pre-complaint process before filing a formal EEO complaint. The ~~precomplaint~~pre-complaint process advises you of your rights and responsibilities under the EEO process and attempts to resolve the matter informally.

Any employee who feels they have been a victim of discrimination or retaliation can contact the Postal Service Equal Employment Opportunity (EEO) Office by using the online Postal Service EEO efile application or by mail within 45 calendar days of the alleged discriminatory action, or in the case of a personnel action, within 45 days of the effective day of the action. ~~Any employee who feels he or she has been a victim of discrimination or retaliation can contact the Postal Service Equal Employment Opportunity (EEO) Office by using the online Postal Service EEO efile application or by mail within 45 calendar days of the alleged discriminatory action, or in the case of a personnel action, within 45 days of the effective day of the action.~~ An employee also can contact the EEO Office more than 45 days after an alleged discriminatory action if (a) she did not know about the action when it occurred, and (b) she files within 45 days of the time she knew or reasonably should have known it occurred. Employees can request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>. After registering, the employee ~~will be~~is able to initiate a request for EEO counseling by completing and submitting an online form.

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Alternatively, an employee may request EEO counseling by mail by providing ~~your~~[their](#) name, Social Security or employee identification number, address and telephone number to:

NEEOISO – EEO CONTACT CENTER

PO BOX 21979

TAMPA FL 33622-1979

Specific information about the EEO ~~precomplaint~~[pre-complaint](#) process can be found in Publication 133, *What You Need to Know About EEO*.

### REDRESS – Conflict Resolution Process

REDRESS: Resolve Employment Disputes, Reach Equitable Solutions Swiftly. REDRESS is an alternative dispute resolution process that allows the involved parties to discuss your complaint with help from a professionally trained mediator. These mediators are not USPS employees, and they help the parties identify the core issues of the dispute and explore possible solutions.

REDRESS participation is voluntary and may be done on the clock. The Postal Service pays mediator costs, and all discussion is kept confidential by the mediator.

For more information on the REDRESS process, see Publication 133, *What You Need to Know About EEO*.

### Formal EEO Complaint Process

If you decide to file a formal EEO complaint, your identity ~~will~~[is](#) not ~~be~~ kept confidential during the formal complaint process.

Complaints must be put in writing and signed. If you are represented by an attorney, he or she may sign the complaint instead. If someone who is not an attorney represents you, you must sign the complaint yourself and designate your representative in writing.

EEO complaints against the Postal Service must be filed with the Postal Service.

Use PS Form 2565, *EEO Complaint of Discrimination in the Postal Service*, to file a formal EEO complaint.

The EEO complaint investigator typically completes the investigation within 180 calendar days of the date the complaint was filed, unless you and the USPS voluntarily agree in writing to extend the time up to an additional 90 calendar days.

The EEO complaint investigator takes testimony from relevant persons under penalty of perjury. Your appointed representative may help draft the language for your affidavit, but only you can sign it. Your statement must be true and correct. There are penalties for making false statements.

Providing information that an EEO complaint investigator requests is mandatory for you and any USPS employee witnesses. If you do not provide the requested information, your complaint may be dismissed.

When the investigation is complete, you will receive a copy of the investigative file and a notice explaining your options. The notice explains that within 30 calendar days of the date you receive the investigative file, you may request a hearing before the EEOC or a final USPS ~~decision~~Final Agency Decision (FAD) without a hearing based on the EEO case file.

For more information on the EEO formal process, see Publication 133, *What You Need to Know About EEO*.



~~Refer employees to Job Aid 12.1, “Poster 72, Equal Employment Opportunity is the Law” in the Employee Quick Reference Guide page 67.~~

### **Job Aid 12.1, Poster 72, *Equal Employment Opportunity is the Law***

## EQUAL EMPLOYMENT OPPORTUNITY IS THE LAW

Federal law requires the Postal Service™ to afford equal employment opportunity to employees and applicants for employment regardless of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification. Employment discrimination or retaliation for engaging in an EEO-protected activity is prohibited.

### How to Begin the EEO Process

#### Who

If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination.

#### When

You must bring individual and class action complaints to the attention of the EEO office by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you knew or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

#### How

**Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>**

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO – EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979

#### What Will Happen

An EEO professional will contact you. The EEO professional will look into your problem and try to help the parties reach a resolution within 30 days. If the parties are unable to agree on a resolution, and you agree to extend the time period, the precomplaint processing period will be no longer than 90 calendar days.

As an alternative to traditional counseling, the Postal Service may offer mediation as a part of the EEO process. If the matter is not resolved by the conclusion of the counseling process, or if the matter is mediated without resolution, the EEO professional will advise you of the procedures for filing a formal complaint.

You may request that your name not be disclosed during the counseling portion of the EEO complaint process.

**NOTE:** If you request EEO counseling via mail, a package of EEO information and forms will be sent to you. After you complete and return the applicable forms to the address provided, an EEO professional will contact you.

Poster 72, November 2018  
PSN 7660-03-000-6026



# EQUAL EMPLOYMENT OPPORTUNITY IS THE LAW

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## How to Begin the EEO Process

**Who** If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination.

**When** You must bring individual and class action complaints to the attention of the EEO office by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you knew or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

**How** **Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>**

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO — EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979

## What Will Happen

An EEO professional will contact you. The EEO professional will look into your problem and try to help the parties reach a resolution within 30 days. If the parties are unable to agree on a resolution, and you agree to extend the time period, the precomplaint processing period will be no longer than 90 calendar days.

As an alternative to traditional counseling, the Postal Service may offer mediation as a part of the EEO process. If the matter is not resolved by the conclusion of the counseling process, or if the matter is mediated without resolution, the EEO professional will advise you of the procedures for filing a formal complaint.

You may request that your name not be disclosed during the counseling portion of the EEO complaint process.

**NOTE:** If you request EEO counseling via mail, a package of EEO information and forms will be sent to you. After you complete and return the applicable forms to the address provided, an EEO professional will contact you.

Poster 72, November 2018  
PSN 7690-03-000-9326



UNITED STATES  
POSTAL SERVICE®

## Age Discrimination in Employment Act Cases



— **Facilitator:** Show slide 12-5, “Age Discrimination in Employment Act Cases.”

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### [Review Age Discrimination in Employment Act cases information.](#)

If you believe that you have been discriminated against based on age (40 years or older), you have the right to either: (1) file a formal EEO complaint under the EEO administrative complaint processing procedures, or (2) bypass the EEO administrative complaint processing procedures and file a civil action in the appropriate United States District Court pursuant to the Age Discrimination in Employment Act (ADEA).

## **Equal Pay Act Cases**



— **[Facilitator:](#)** Show slide 12-6, “Equal Pay Act Cases.”

### [Review Equal Pay Act cases information.](#)

You may file an Equal Pay Act (EPA) wage discrimination lawsuit in a court of competent jurisdiction without filing a sex-based administrative complaint under the EPA or Title VII. Alternatively, you may choose to file a sex-based administrative complaint of wage discrimination with the Postal Service under the EPA, Title VII, or both.

## **Mixed EEO and Merit Systems Protection Board Cases**



— **[Facilitator:](#)** Show slide 12-7, “Mixed EEO and Merit Systems Protection Board Cases.”

### [Review Mixed EEO and Merit Systems Protection Board cases information.](#)



### Definition of a Mixed Case

A mixed case occurs when an employee has an action that is appealable to the Merit Systems Protection Board (MSPB) and also is appealable through the EEO complaint process because the employee claims the action was taken as the result of discrimination based on race, color, religion, genetic information, national origin, sex, age (40+), physical or mental disability or in retaliation for involvement in protected EEO activity. If you have a mixed case, you have the option of filing a mixed-case appeal with the MSPB or filing a mixed-case EEO complaint with the Postal Service, but not both.

### Examples of Mixed Cases

The following actions are appealable to the MSPB by Postal Service employees:

- Failure to restore to duty after full or partial recovery from a compensable work-related injury.
- Adverse personnel action against an employee with 1 or more years of continuous service in the same or similar position and who is one or both of the following:
  - Eligible for veterans' preference.
  - An employee covered by Public Law 100-90, Postal Employee Appeal Rights Act of 1987, which includes postmasters, employees in supervisory positions, a limited group of management employees, and some employees in confidential positions.
  - Adverse personnel actions include:
    - Suspension of more than 14 days.
    - Reduction in grade, pay, or both.
    - Furlough of 30 days or less.
    - Constructive discharge.
    - Removal.
    - Reduction in force (only if the employee is a preference eligible).

If any of these actions occurred and you believe the Postal Service acted because of discrimination, you have a mixed case.

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## Withdrawals and Settlements



—**Facilitator:** Show slide 12-8, “Withdrawals and Settlements.”

### [Review Withdrawals and Settlements information.](#)

You may withdraw or settle a complaint at any stage of the process.

#### Withdrawing a Complaint

If you decide to withdraw a complaint, ~~put your~~the withdrawal ~~must be~~ in writing, [dated](#), and [sign it signed](#). If you are withdrawing your complaint during the ~~precomplaint~~[pre-complaint](#) process, mail, [scan, or fax](#) your written withdrawal to the EEO ADR Specialist who counseled you. You may also use PS Form 2564-C, *Withdrawal of Complaint of Discrimination*. If you withdraw your complaint during the formal complaint process, you may also use PS Form 2565-A, *Withdrawal of Formal Complaint of Discrimination*. You must mail your withdrawal to the following address:

NEEIOSO  
U.S. POSTAL SERVICE  
PO BOX 21979  
TAMPA FL- 33622-1979

#### Settling a Complaint

Postal Service practice is to settle complaints informally through good faith negotiation and mutual agreement whenever possible and practicable. When you agree to settle a complaint, you are agreeing that you have received something that has value to you – in other words, something that has merit, desirability, or importance to you.



If you wish to do so, you may seek the advice of an attorney or other qualified representative before you agree to settle your EEO complaint. If you agree to settle a complaint based on one or more stipulations, these must be written down, agreed on, and signed both by you and a management designee. [Keep in mind that settlements based on stipulations may be considered partial agreements and may not be accepted or close the entire complaint.](#) EEOC regulations specify the procedures to follow if either party comes to believe the settlement agreement has been breached. Read the EEOC settlement agreement procedures for further information or consult the EEO office.

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## ***Understanding, Preventing, and Reporting Harassment***



—**Facilitator:** Show slide 12-9, “Understanding, Preventing and Reporting Harassment.”

**Review information on understanding, preventing, and reporting harassment.**

**Refer participants to Job Aid 12.2, Poster 159, Workplace Harassment, Know Your Rights! Take Responsibility! in the Employee Reference Guide page 46.**

You have the right to work in an environment free of harassment.

The Postal Service is committed to providing our employees with a safe, productive, and inclusive workplace. To achieve a workplace free of harassment, the Postal Service wants to make sure that every employee knows what harassment is, what to do if it happens, and what they can do to prevent it. These topics are covered in Publication 553, *Employee’s Guide to Understanding, Preventing, and Reporting Harassment*.

Violation of the Postal Service Policy on workplace harassment may result in disciplinary action up to and including removal. See Employee and Labor Relations Manual (ELM) 660, *Conduct* and 670, *Diversity, Equal Employment Opportunity, and Affirmative Employment* regarding the Postal Services’ policies and standards of conduct.



—**Refer employees to Job Aid 12.2, “Poster 159, Workplace Harassment, Know Your Rights! Take Responsibility!” in the Employee Quick Reference Guide page 68.**

## Job Aid 12.2, Poster 159, Workplace Harassment, Know Your Rights! Take Responsibility!

### WORKPLACE HARASSMENT KNOW YOUR RIGHTS! TAKE RESPONSIBILITY!

**ELIMINATING WORKPLACE HARASSMENT**  
The United States Postal Service® is committed to providing a work environment free of harassment or other inappropriate conduct based upon race, color, religion, sex (including pregnancy, sexual orientation, and gender identity including transgender status), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future) or in reprisal for an employee or applicant's complaint about or opposition to discrimination or participation in any process or proceeding designed to remedy discrimination.

The Postal Service workplace must be one in which all employees are treated with dignity and respect by supervisors, subordinates, and coworkers. Supervisors and managers will take prompt action to prevent, address, and remedy workplace conduct that is contrary to this policy.

**STOPPING INAPPROPRIATE BEHAVIOR**  
Inappropriate behavior in the workplace, even if it does not meet the legal definition of harassment, undermines morale and violates the Postal Service's policies and standards of conduct. The Postal Service may use disciplinary action even if the conduct does not rise to the level of harassment as defined under the law as such conduct violates Postal Service policy and will not be tolerated. The Postal Service owes its employees a safe, productive, and inclusive workplace and will tolerate nothing less.

**WORKPLACE HARASSMENT IS AGAINST THE LAW**  
Under federal antidiscrimination laws, harassment is defined as unwelcome verbal or physical conduct that demeans or shows hostility or aversion toward an individual or group of individuals. Employees will be subject to

disciplinary action, up to and including removal, for engaging in harassing behavior such as, but not limited to:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Making derogatory comments relating to or arising out of a person's military service.
- Complaining about a person's absence to perform military service.
- Making or threatening to make employment decisions based on an employee's submission to, or rejection of, sexual advances or requests for sexual favors.
- Deliberate or repeated unsolicited remarks with a sexual connotation, or physical contact of a sexual nature that is unwelcome to the recipient.
- Behavior that creates a sustained hostile or abusive work environment so severe or pervasive that it unreasonably interferes with or changes the conditions of one's employment.

**OBLIGATION TO REACT PROMPTLY**  
Postal Service employees who believe that they are the victims of workplace harassment or inappropriate conduct, or who have witnessed such harassment, should bring the situation to the attention of any one of the following:

- Their immediate supervisor or manager.
- Any supervisor or manager.
- The manager, Human Resources.
- A union representative or coworker who will speak to a manager on the employee's behalf.
- A special agent of the Office of Inspector General.

number, address and telephone number to:

NEEOGSO – EEO Contact Center  
PO Box 21919  
Tampa, FL 33622-1919

You must request counseling within 45 days of the act or acts giving rise to the claim in order to preserve your rights under federal law. You also have a right to pursue a complaint involving employment matters covered by USERRA to the Department of Labor, Veterans Employment and Training Service, by calling toll free: 1-866-4-USA-DOE. If you are deaf or hard of hearing, you can call toll free: 1-877-889-5627. You may also file a complaint with the Merit Systems Protection Board electronically at <https://e-appeal.mspb.gov>.

**CRIMINAL MISCONDUCT**  
Report any possible criminal misconduct, sexual or otherwise, to local law enforcement and Postal Management. Report any physical assault, threat of a physical assault or stalking to the Postal Inspection Service. Report any threatening or harassing communications or obscene or indecent images and materials, which are transmitted through the use of any electronic device, computer or the Internet, to the Office of Inspector General.

**RETALIATION IS ILLEGAL**  
Retaliation against employees who raise a claim of workplace harassment, report inappropriate conduct, or provide evidence in any investigation is illegal and can result in disciplinary action.

**ZERO TOLERANCE**  
The Postal Service will not tolerate any workplace harassment or other inappropriate conduct based on race, color, religion, sex (including sexual orientation, gender identity, and gender stereotypes), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future) or in reprisal for prior EEO or USERRA activity.

Poster 159, November 2019, PSN 7000-02-000-7009



## WORKPLACE HARASSMENT KNOW YOUR RIGHTS! TAKE RESPONSIBILITY!

### ELIMINATING WORKPLACE HARASSMENT

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The Postal Service workplace must be one in which all employees are treated with dignity and respect by supervisors, subordinates, and coworkers. Supervisors and managers will take prompt action to prevent, address, and remedy workplace conduct that is contrary to this policy.

### STOPPING INAPPROPRIATE BEHAVIOR

Inappropriate behavior in the workplace, even if it does not meet the legal definition of harassment, undermines morale and violates the Postal Service's policies and standards of conduct. The Postal Service may use disciplinary action even if the conduct does not rise to the level of harassment as defined under the law as such conduct violates Postal Service policy and will not be tolerated. The Postal Service owes its employees a safe, productive, and inclusive workplace and will tolerate nothing less.

### WORKPLACE HARASSMENT IS AGAINST THE LAW

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disciplinary action, up to and including removal, for engaging in harassing behavior such as, but not limited to:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Making derogatory comments relating to or arising out of a person's military service.
- Complaining about a person's absence to perform military service.
- Making or threatening to make employment decisions based on an employee's submission to, or rejection of, sexual advances or requests for sexual favors.
- Deliberate or repeated unsolicited remarks with a sexual connotation, or physical contact of a sexual nature that is unwelcome to the recipient.
- Behavior that creates a sustained hostile or abusive work environment so severe or pervasive that it unreasonably interferes with or changes the conditions of one's employment.

### OBLIGATION TO REACT PROMPTLY

Postal Service employees who believe that they are the victims of workplace harassment or inappropriate conduct, or who have witnessed such harassment, should bring the situation to the attention of any one of the following:

- Their immediate supervisor or manager.
- Any supervisor or manager.
- The manager, Human Resources.
- A union representative or coworker who will speak to a manager on the employee's behalf.
- A special agent of the Office of Inspector General.

### CONFIDENTIALITY

The Postal Service, to the extent possible, protects the confidentiality of an employee's workplace harassment complaint.

### WHAT THE POSTAL SERVICE REQUIRES OF MANAGERS AND SUPERVISORS

Any manager or supervisor who receives a complaint must act to stop any inappropriate behavior, ensure that a prompt and thorough investigation is conducted, and ensure that the harassing or inappropriate conduct does not persist—even if the behavior does not rise to the legal definition of harassment.

### MANAGEMENT INQUIRY

All managers and supervisors must follow the Management Inquiry Process materials available in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*, when a complaint is brought to their attention. If workplace harassment or inappropriate conduct is found, managers must take prompt and appropriate remedial action.

### ADDITIONAL RELIEF

In addition, you can seek relief through:

- The EEO complaint process;
- Grievance arbitration procedures established through the collective bargaining agreements with the unions; and
- The appeal procedures for employees not subject to the provisions of the collective bargaining agreement, as described in the *Employee and Labor Relations Manual (ELM)*, 650.

If you elect to pursue an EEO complaint, you must request EEO counseling through the online Postal Service EEO efile application at <https://efile.usps.com>. Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification

number, address and telephone number to:

NEEOISO – EEO Contact Center  
PO Box 21979  
Tampa, FL 33622-1979

You must request counseling within 45 days of the act or acts giving rise to the claim in order to preserve your rights under federal law. You also have a right to pursue a complaint involving employment matters covered by USERRA to the Department of Labor, Veterans Employment and Training Service, by calling toll free: 1-866-4-USA-DOL. If you are deaf or hard of hearing, you can call toll free: 1-877-889-5627. You may also file a complaint with the Merit Systems Protection Board electronically at <https://e-appeal.mspb.gov>.

### CRIMINAL MISCONDUCT

Report any possible criminal misconduct, sexual or otherwise, to local law enforcement and Postal Management. Report any physical assault, threat of a physical assault or stalking to the Postal Inspection Service. Report any threatening or harassing communications or obscene or indecent images and materials, which are transmitted through the use of any electronic device, computer or the Internet, to the Office of Inspector General.

### RETALIATION IS ILLEGAL

Retaliation against employees who raise a claim of workplace harassment, report inappropriate conduct, or provide evidence in any investigation is illegal and can result in disciplinary action.

### ZERO TOLERANCE

The Postal Service will not tolerate any workplace harassment or other inappropriate conduct based on race, color, religion, sex (including sexual orientation, gender identity, and gender stereotypes), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future) or in reprisal for prior EEO or USERRA activity.





## Harassment?



—Facilitator: Show slide 12-10, “What is Harassment?”.

### Review information on defining harassment.

Harassment is not always easy to define. What one person might think of as harassing behavior, another may think of as kidding or joking around, or if the harassment is sexual in nature, as mild, inoffensive flirtation. Harassment may consist of words, actions, or most often, a combination of the two. It can range from the display of derogatory cartoons to the crime of rape. The victim may not be the person who is harassed, but may be anyone who hears or witnesses the offensive conduct and is affected by it.

Under federal antidiscrimination law, harassment is defined as unwelcome verbal or physical conduct that demeans or shows hostility or aversion toward an individual or group of individuals because of their race, color, religion, sex, genetic information, national origin, age (40+), mental or physical disability, or in retaliation for EEO activity. To be considered harassment under the law, the behavior must also:

1. Result in an intimidating, hostile, offensive work environment.
2. Unreasonably interfere with an individual’s work performance.
3. Otherwise adversely affect an individual’s employment opportunities.

Harassment under the law is unwelcome conduct based on race, color, religion, sex, genetic information, national origin, age (40+), mental or physical disability, or in retaliation for prior EEO activity that, in its totality, alters the terms, conditions, and privileges of employment, thereby violating the antidiscrimination laws. In addition, Postal Service policy forbids harassment based on sexual orientation, gender identification, or gender stereotypes.

Examples of harassment might include:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in negative stereotyping.
- Engaging in physically threatening, intimidating, or humiliating actions.

Harassment may also include circulating written or graphic material (by paper or email or making it viewable in the workplace) that belittles or shows hostility or aversion toward an individual or group.

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To be considered harassment under the law, the conduct must be so objectively offensive that it changes the “conditions” of the victim’s employment. The EEOC describes two types of harassment that change the conditions of employment: -(1) harassment that results in a tangible employment action (often called quid pro quo); and (2) harassment that is so severe or pervasive that it creates a hostile work environment.

Sexual harassment includes obvious things such as an invitation to have sex in exchange for favors or unwelcome intimate touching, patting, or grabbing. It can also include less obvious behaviors such as making repeated comments about a person’s appearance. Other behaviors – such as brushing up against someone, displaying sexually explicit pictures or emails, and making frequent sexual comments or jokes – may also constitute sexual harassment.

Rape or other actions involving physical violence, force, or coercion are also criminal offenses. Report these immediately to law enforcement agencies and the Postal Inspection Service.



— **Facilitator:** Show slide 12-11, “Types of Harassment.”

**[Review information on types of harassment.](#)**

### **Tangible Employment Action**

Tangible Employment Action means “something for something,” and it usually involves sexual harassment. The harassment of a subordinate by someone with supervisory authority results in a tangible employment action. A tangible employment action is an action that significantly changes an employee’s employment status, such as hiring, firing, promoting, demoting, changing work assignments, and reassigning an employee. Examples of tangible employment action harassment are:

- A supervisor fires or demotes a subordinate because he or she rejects the supervisor’s demands.
- A supervisor promotes a subordinate because he or she submits to the supervisor’s sexual demands.

Tangible employment action harassment is the use of power and authority to alter an employee’s job conditions or economic benefits because the employee or applicant either submits to or refuses to submit to the unwelcome demands of the person in authority.

If the employee does not submit to the demand and the manager, postmaster, or supervisor then carries out the threat so that a tangible employment action (such as demotion, denial of promotion, or discharge) results, it is a tangible employment harassment action. However, even if the threat is not carried out, the statement could still constitute a hostile work environment. Just the threat of a tangible employment action could constitute hostile environment harassment.

### Hostile Environment Harassment: Crossing the Line

Hostile environment harassment is most often defined as a pattern of continuing unwelcome behavior that unreasonably interferes with an employee's work performance or that creates an intimidating, hostile, or offensive work environment.

Because the law does not provide a “~~bright line~~bright line” rule about exactly what comments and behaviors constitute harassment, the totality of the conduct must be evaluated from the perspective of a “~~reasonable person~~.” It is that objective standard that guides the determination of harassment rather than only the particular employee's actual reaction.

Examples of behavior that could result in a finding of hostile environment harassment include:

- Using racially derogatory words, phrases, or nicknames.
- Telling jokes or stories with national origin themes.
- Displaying posters or symbols offensive to individuals of a certain race, sex, national origin, religion, etc.
- Making derogatory or intimidating references to an employee's mental or physical impairment.
- Applying pressure for dates.
- Making offensive remarks about a person's looks, clothing, or body parts.
- Whistling or catcalling.
- Using sexual innuendo.
- Spreading false rumors about a person's sex life.
- Blocking a person's path.
- Following a person continually (stalking).

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A single incident, unless it is severe, generally does not constitute harassment. The conduct must be severe or continuing and pervasive. Factors considered in a legal determination of hostile environment harassment include frequency of the discriminatory conduct, its severity, whether it was physically threatening or humiliating, and whether it unreasonably interferes with work performance.

The exception is conduct that is extremely severe, such as physical assault, which can constitute an abusive work environment the first time it happens.

Employees should not, and managers must not, tolerate inappropriate behavior in the workplace. The Postal Service does not condone inappropriate behavior.



**Facilitator:** Show slide 12-12, “Recognizing Harassment.”

[Who Is Protected](#) [Review information on protection from harassment.](#)

### Protection From Harassment

All employees are protected from harassment based on their race, color, religion, sex (including sexual orientation, gender identity, gender stereotypes and pregnancy), national origin, age (40+), mental or physical disability, genetic information, uniformed military service (past, present, or future), or in retaliation for prior EEO activity. Both men and women are protected from sexual harassment by the opposite or the same sex. In addition, Postal Service policy forbids harassment based on sexual orientation, gender identification, or gender stereotypes.

### How to Tell If Your Behavior Amounts to Harassment

Sometimes actions intended as innocent and fun may be perceived as harassing behavior. The line between harassment and overly friendly actions or joking around is often a fine one. The important distinction is that harassment is unwelcomed. Also, keep in mind that your behavior may offend someone other than the person to whom it is directed.

The workplace should not be a place where people are subjected to offensive comments, actions, or behavior. Be alert for signs, verbal or nonverbal, that your behavior is unwelcome. If you are unsure, consider asking.



## Inappropriate Behavior

Inappropriate behavior in the workplace, even if it does not rise to the legal definition of harassment, may violate the Postal Service's policies and/or standards of conduct. Inappropriate behavior often leads to incidents of harassment. Make sure that your behavior does not offend anyone.

If you are offended by someone else's behavior, report the behavior to your supervisor, manager, Human Resources, union representative, or coworker who will speak to a manager on the employee's behalf, or a special agent of the Office of Inspector General, so that it can be addressed. If the offending person is your supervisor or manager, report the behavior to another supervisor or manager, or any of the individuals mentioned above.

## **Preventing Harassment**



**Facilitator:** Show slide 12-13, "Preventing Harassment."

[Review information on preventing harassment.](#)

## What Supervisors and Managers Can Do to Prevent Harassment.

The law requires employers to take reasonable steps to end harassment in the workplace and remedy the situation when harassment is found.

Managers or supervisors who receive information regarding a situation that may involve harassment are required to:

- Conduct a thorough inquiry (or ensure that the information reaches a manager or supervisor who has the authority to conduct the inquiry).
- Determine if the employees involved need to be moved apart.
- Take prompt action to put an end to the harassment.
- Follow up with corrective action when appropriate.

If you believe that a person to whom you have reported harassment has not taken prompt action, discuss the matter with another appropriate person. Even if you use the EEO complaint process or another process, USPS management is still required to address your report of workplace harassment.

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All managers and supervisors should follow the Management Inquiry Process materials available in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*, when a complaint is brought to their attention. If workplace harassment or inappropriate conduct is found to exist, managers must take prompt and appropriate action.

### What Employees Can Do to Prevent Harassment

You can help stop harassment in the workplace by the following actions:

- Do not condone harassment or inappropriate behavior by participating in the activity or remaining silent.
- Do not ignore teasing, jokes, remarks, or questions directed at you or at others that may be hurtful, inappropriate, or illegal.
- Ask the person or persons doing the harassing or behaving inappropriately to stop, even if the behavior is not directed at you.
- Report harassing behavior to your immediate supervisor or manager, another supervisor or manager, or the manager of Human Resources.

Help is available. Do your part. Take appropriate action.

### **Responding to Harassment**



—**Facilitator:** Show slide 12-14, “**What To Do If Harassed**.”

[Review information on responding to harassment.](#)

*First, Tell the Harasser to Stop!*

Sometimes, people are unaware that their behavior is offensive or harassing until it is brought to their attention. Communicating your belief that the behavior is offensive and making clear that you want it to stop may be sufficient to end the offensive or harassing behavior. Reminding people that harassment is illegal or inappropriate behavior can also help to reinforce your message.

If you are not comfortable confronting the harasser alone, ask a friend, union representative, or a trusted coworker to help you talk to the harasser. However, you are not required to tell the harasser to stop prior to reporting the matter to those in authority.

## *Second, Report It!*

Whether or not you get the harasser to stop, report harassing behavior to those in authority who are responsible for stopping the harassment and who will make a record of it. You can write or just talk to any of the following:

- Your immediate supervisor or manager
- Any supervisor or manager
- The manager of Human Resources
- A Postal Inspector when you believe that criminal misconduct is involved

If you are uncomfortable making a report yourself, you can ask a union representative or a coworker to speak to a manager on your behalf. The Postal Service will protect the confidentiality of harassment complaints to the extent possible.

Once reported, it is management's responsibility to act to stop any inappropriate behavior, investigate, and ensure that harassing or inappropriate conduct does not occur – even if the behavior ~~doesn't~~does not rise to the legal definition of harassment.

Keep a written record of everyone you speak to about the incident(s), including supervisors and witnesses and the dates you spoke to them.

The Employee Assistance Program (EAP) is available to give you emotional support for problems that may result from being harassed. Contact an EAP counselor at 800-EAP-4-YOU (800-327-4968).

You also have the right to pursue a complaint through the EEO process. If you choose to do so, you must contact the EEO Centralized Intake Center within 45 days of the act or acts giving rise to the claim.

Employees can request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>. After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO – EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979

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Your filing must be timely, or you could lose your right to pursue your complaint under federal law.

Bargaining unit employees may also seek relief through grievance-arbitration procedures. Some non-bargaining unit employees may also use the grievance procedures described in ELM 652.3, *Other Appealable Actions*.

### Why You Need Not Fear Retaliation

Retaliation against an employee who raises a claim of harassment, reports inappropriate conduct, or provides evidence in an investigation is illegal and will not be tolerated. As a Postal Service employee, you need to understand that you are protected. Report retaliation to a supervisor, manager, or the manager of Human Resources.

You may also initiate an EEO complaint by contacting the EEO Centralized Intake Center, via the online Postal Service EEO efile application or by mail, to begin the EEO counseling process. Bargaining unit employees may also seek relief through the grievance-arbitration procedures. Some non-bargaining unit employees may also use the grievance procedures described in ELM 652.4, *Other Appealable Actions*.

### When Harassment Becomes Assault

If you believe you are the victim of a criminal assault, sexual or otherwise, contact local law enforcement and the Postal Inspection Service and seek immediate medical attention.

### Contractors, Vendors, and Other Third Parties

Just as the Postal Service will not tolerate harassment by or against its employees, it will also not tolerate harassment by or against anyone in the workplace, including contractors, vendors, and other third parties who may be in the workplace only temporarily. If you feel you are being harassed, you should report the incident to a supervisor, manager, or the manager of Human Resources.

## No FEAR Act



**Facilitator:** Show slide 12-15, “No FEAR

### Review information on the No Fear Act.

The “Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002,” Public Law 107-174, which is now known as the No FEAR Act, became effective October 1, 2003. This law seeks to decrease violations of antidiscrimination laws by increasing the accountability of federal agencies for violations of those laws. Among other things, it requires federal agencies to reinvigorate their longstanding obligation to provide a work environment free of discrimination (on the grounds of race, color, religion, sex, national origin, age [40 or older], disability, marital status, individual genetic information, political affiliation), and retaliation.

Additional obligations contained in the No FEAR Act require federal agencies to:

- Provide annual notice to employees, former employees, and applicants for federal employment concerning the rights and remedies applicable to them under the employment discrimination and whistleblower protection laws.
- Provide training (no less than every two years) to its employees, including managers, regarding the rights and remedies available under the employment discrimination and whistleblower protection laws.
- Submit to Congress, EEOC, the Department of Justice, and OPM, an annual report on the agency’s efforts to improve compliance with the employment discrimination and whistleblower protection laws.
- Post quarterly on its public web site a summary statistical data pertaining to EEO complaints.

Federal employees are said to have personnel authority when they participate in making decisions that relate to appointments, promotions, discipline, transfer, reassignments, reinstatements, pay, benefits, training, change in duties, responsibilities, or other employees’ working conditions.

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The No FEAR Act requires that federal employees receive notice of specified personnel practices that are prohibited by certain federal laws. While all of these laws do not apply to the Postal Service, similar provisions can be found in Section 666 of the Postal Service's Employee and Labors Relations Manual (ELM). Specifically, the Postal Service is not subject to the prohibitions listed in 5 USC Section 2302(b)(2) and (9).

As a Postal Service employee, you must actively ensure that the rights protected by federal law and Postal Service Regulations are not violated. This can be done by avoiding prohibited personnel practices. Prohibited personnel practices include the following:

- Discriminating against protected classes
- Improperly influencing employment recommendations
- Coercing political activity
- Engaging in nepotism
- Engaging in retaliation for whistleblowing
- Retaliating against employees who exercise their rights
- Improperly influencing an applicant to withdraw from competition for a position
- Improperly exercising influence to benefit or harm a particular employee
- Intentionally obstructing someone from competing for employment
- Discriminating on the basis of conduct that is not job related
- Violating the merit system principles

It is the view of the Equal Employment Opportunity Commission (EEOC) that if any federal employee becomes a victim of unlawful discrimination or retaliation, that employee has the right to seek a remedy.

Postal Service employees covered by a collective bargaining agreement may file grievances regarding wages, hours and working conditions in accordance with the provisions of the applicable agreement. Non-bargaining, non-probationary employees may use the appeal procedures under the provisions in Part 652 of the ELM.

Allegations of reprisal for the release of information as set forth in the ELM section 666.18 prohibited practices, raised by any USPS employee should be addressed to the USPS Office of the Inspector General.

There are several remedies available through the complaints procedure:

- Being returned to the role he or she would have occupied if the discrimination hadn't occurred
- Payment of compensatory damages
- Awarding attorney's fees, interest, expert witness fees, and other costs
- Reimbursement for lost benefits, and
- Ending the discrimination involved to prevent further harm

~~Any employee who feels he or she has been a victim of discrimination or retaliation can contact the Postal Service Equal Employment Opportunity (EEO) Office by using the online Postal Service EEO efile application or by mail within 45 calendar days of the alleged discriminatory action, or in the case of a personnel action, within 45 days of the effective day of the action.~~ Any employee who feels he or she has been a victim of discrimination or retaliation can contact the Postal Service Equal Employment Opportunity (EEO) Office by using the online Postal Service EEO efile application or by mail within 45 calendar days of the alleged discriminatory action, or in the case of a personnel action, within 45 days of the effective day of the action. An employee also can contact the EEO Office more than 45 days after an alleged discriminatory action if (a) he or she did not know about the action when it occurred, and (b) he or she files within 45 days of the time she knew or reasonably should have known it occurred. -An employee can request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>. After registering, the employee will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, an employee may request EEO counseling by mail by providing their name, Social Security or employee identification number, address and telephone number to:

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PO BOX 21979

TAMPA FL 33622-1979

## Summary



Facilitator: Show slide 12-16, “Summary.”.

**Review and briefly discuss the topics presented within the module.**

- 
- Laws enforced by the Equal Employment Opportunity Commission (EEOC) make it illegal to discriminate against employees or applicants.
  - The EEO ~~precomplaint~~[pre-complaint](#) process advises you of your rights and responsibilities under the EEO process and attempts to resolve the matter informally.
  - EEO complaints against the Postal Service must be filed with the Postal Service.
  - The Postal Service is committed to providing our employees with a safe, productive, and inclusive workplace free of harassment.
  - The NO FEAR Act requires federal agencies to reinvigorate their longstanding obligation to provide a work environment free of discrimination and retaliation.

### **For Further Information**



## For Further Information



**Facilitator:** Show slides 12-17 and 12-18, “For Further Information.”

Refer ~~participant~~**employees** to the Additional Resources job ~~aids~~ within the ~~quick reference guide~~**Employee Reference Guide** and point out the resources listed below.

### Address all questions that participants may have relating to the resources

- Publication 133, What You Need to Know About EEO
- [www.mspb.gov](http://www.mspb.gov)
- Employee and Labor Manual (ELM) – 660, Conduct
- Employee and Labor Manual (ELM) – 670, Diversity, Equal Employment Opportunity, and Affirmative Employment Action

~~888 EEO USPS (888 336 8777) / 888 325 2914 (TTY)~~

- Request EEO counseling using the online Postal Service EEO efile application at:  
~~<https://efile.usps.com>~~. ~~Alternatively, you may~~<https://efile.usps.com>, or request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

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PO BOX 21979

TAMPA FL 33622-1979

- <http://blue.usps.gov/hr/training-development/docs/No%20Fear%20Act%20Job%20Aid.pdf>

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~~Address all questions that employees may have relating to the resources.~~

# Module 13: Beginning Your Career

## Objectives:

Upon completion of this module, you will be able to:

- Identify the next steps of the onboarding process.
- Utilize resources to assist you in making a smooth transition to your work unit.
- Describe how you contribute and bring value to the Postal Service.

## Time Allocated for Module:

- 30 minutes

## Summary:

- ~~Introduction~~
- ~~After Orientation~~
- ~~Arriving at Your Work Unit~~
- ~~Preparing for Your Future~~
- ~~Wrap-up~~

## Instructional Methods:

- Lecture
- ~~PowerPoint Slides~~
- ~~Interactive Discussion~~
- ~~eLearning~~
- Interactive Discussion
- Online learning

## Participant Material Used:

- Employee ~~Quick~~ Reference Guide

## Media Required:

- Computer/LCD projector
- Orientation Media DVD
- Rip Chart (from Module 2)



## **Introduction**





## Introduction



**Facilitator:** Show slide 13-1, “Module 13: Beginning Your Career.”



**Facilitator:** Show slide 13-2, “Objectives.”

Review and discuss the objectives and topics covered in this module (**Summary**).

## After Orientation

### Training and OJI



**Facilitator:** Show slide 13-3, “Training and OJI.”

~~As you leave orientation, you will be provided with supplemental training that will assist you in making a smooth transition to your work unit.~~

Discuss **the Training and OJI. Discuss** next steps for each craft ~~below~~.

Notify each craft of the assigned dates and duration of the training for your district and/or local facility.

As you leave orientation, you are provided with supplemental training that assists you in making a smooth transition to your work unit.

- CCAs ~~will~~ attend a driver orientation and carrier academy.
- RCAs ~~will~~ attend a driver orientation and carrier academy.
- PSEs ~~will~~ receive a brief standard training course on information specific to Postal Support Employees per agreement with the APWU.
- MHAs ~~will~~ receive a brief standard training course on information specific to Mail Handler Employees per agreement with the NPMHU.

All employees are assigned an on-the-job instructor (OJI) once they arrive at the work unit. The OJI ~~will assist~~assists each employee in demonstrating the skills learned in the classroom orientation and trainings.

## ***Arriving at Your Work Unit***

### **Manager Meet and Greet**



**Facilitator: Show slide 13-4, “Manager Meet and Greet.”.**

**Describe what should happen when the participant arrives at their work unit.**

Upon arriving at your work unit, a meet and greet should be conducted by your reporting manager to ensure that you are prepared for your first day on the job and are able to assimilate as quickly as possible.

The manager will:

- Welcome you to the department and introduce you to leadership and staff.
- Provide a departmental overview, including facility tour, parking arrangements, work schedules, time and leave reporting, emergency contact information and specific protocol.
- Discuss duties, roles, responsibilities, and expectations.
- Answer any questions or concerns.

The manager may also select a current staff member to serve as an onboarding mentor.



## Employee 90-Day Checklist



~~Facilitator:~~ Show slide 13-5, “New Employee 90-Day Checklist.”.

Describe the 90-Day Checklist.

Give participants time to read the job aid on page 69 in the ERG before continuing. Complete the worksheet upon arrival at the work unit.

Employee supervisors have also been provided with a copy of the checklist to verify that each employee completes the necessary activities and receives the proper resources to complete each task.

You have been provided with a checklist of activities to be completed in the first 90 days on the job. This checklist will serve as a reference of the tasks and activities that should be completed within the first 90 days of employment. These activities will also ensure you receive all essential information and are directed to the correct resources to successfully complete the onboarding process.



~~Give employees time to read the job aid (pg. 90) before continuing and instruct them to complete the worksheet upon arrival at the work unit. Inform employees that their supervisors have also been provided with a copy of the checklist to verify that each employee completes the necessary activities and receives the proper resources to complete each task.~~

## Preparing for Your Future

### Key Points to Remember



**Facilitator:** Show slide 13-6, “Key Points to Remember.”

Review key points of the module.

As you begin your Postal Service career, remember that ~~YOU~~you make a difference. Every employee is an integral part of the business—~~you~~. You are the most important part of our organization’s brand. You are the face and the voice of our company’s message.

- Be customer focused – talk the business.
- Have a positive attitude.
- Be a team player.
- Work safely.
- Be dependable.
- Bring your best to the Postal Service every day.



**Facilitator:** Show slide 13-7, “Key Points to Remember.”

**ACTIVITY:** ~~Using~~Show the ~~the~~ rip chart from the Module 2 employee qualities activity, ~~review and review~~ the full list of qualities added by ~~the employees~~participants over the course of the orientation.



**ACTIVITY:** Ask ~~volunteers~~ to elaborate on the qualities ~~they’ve~~they added to the rip chart. ~~Remind employees to ensure they are displaying. Participants should display~~ those listed qualities each day when representing the USPS brand.

## Your Future With the USPS

This series of slides show opportunities to convert to career employment and why participants should choose a career with USPS. There are corresponding slides in the ERG, as well as slides that go more in depth. Share these opportunities with participants.

Facilitator: Show Slide 13-8 and review entry level positions.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide pages 48-57. ~~Refer employees to Job Aid 13.2 “Your Future With the USPS” in the Employee Quick Reference Guide pages 69-77.~~

Facilitator: Show slide 13-9 and review postal terminology.

Facilitator: Show slide 13-10 and review flexible workforce positions.

Facilitator: Show slide 13-11 and review the operations organization chart. Indicate where participants may fall in the reporting structure.

Facilitator: Show slide 13-12 and review benefits for non-career employees.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 51.

Facilitator: Show slide 13-13 and review why participants should pursue a career with USPS.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 52.

Facilitator: Show slide 13-14 and review conversion to career opportunities.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 52.

Facilitator: Show slide 13-15 and review retail and delivery district office organization structure. Indicate where participants may fall within the reporting structure.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 53.

Facilitator: Show slide 13-16 and review processing and logistics district office organization structure. Indicate where participants may fall within the reporting structure.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 53.

Facilitator: Show slide 13-17 and review How do I get there? information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 54.

Facilitator: Show slide 13-18 and review What do I Do? information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 54.

Facilitator: Show slide 13-19 and review career pathways information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 53.

Facilitator: Show slide 13-20 and review career employee benefits information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 55.

Facilitator: Show slide 13-21 and review Did You Know information.

Refer participants to Job Aid 13.1: *Your Future With the USPS* in the Employee Reference Guide page 56.

Facilitator: Show slide 13-22 and review Did You Know information.

Refer participants to Job Aid 13.1: Your Future With the USPS in the Employee Reference Guide page 57.

Facilitator: Show slide 13-23 and review Something to Think About information.

Refer participants to Job Aid 13.1: Your Future With the USPS in the Employee Reference Guide page 57.



~~—Show Slides 13-8 through 13-24.~~

~~These slides speak to opportunities to convert to career employment and why employees should choose a career with USPS. There are corresponding slides in the EQRG — as well as slides that go more in depth. Make sure to express these opportunities to employees.~~

## Maximizing Your Contributions to the USPS



~~—~~ Facilitator: Show slide 13-24<sup>5</sup>, “Maximizing Your Contribution to USP.”USPS.

~~This eLearning Introduce the online course is designed to provide employees with their duties and responsibilities to our customers and our business.~~

Show eLearning course “Maximizing Your Contribution to USP.”USPS.



Facilitator: Show online course Maximizing Your Contribution to USPS. A link to the eLearning is available on the slide. Once you click the link, you may need to scroll down the page in HERO to locate the elearningcourse. If you experience issues accessing the link, use the Orientation

~~Backup Media DVD provided as part of your  
facilitator guide.~~

## Congratulations!

This eLearning course is designed to provide employees with their duties and responsibilities to our customers and our business.



—Facilitator: Show slide 13-265,  
“Congratulations!”!

In your own words, end the presentation with a positive message for the participant~~employees~~. You may want to include comments such as:

Welcome to the Postal Service!

We are glad to have you join our team.

I wish you a long, happy, and healthy career.

Congratulations!





# Module 14: Standard Training for Mail Handler Assistants (MHAs) and Postal Support Employees (PSEs)

## Introduction



Show slide MHA/PSE-1, “Standard Training for Mail Handler Assistants (MHAs) and Postal Support Employees (PSEs).”

## Standard Training for Mail Handler Assistants (MHAs)

### Objective:

### Objectives:

Upon completion of this module, you will be able to:

- Define the scope and responsibilities of the Mail Handler Assistant (MHA) position.
- Explain the various pay rates for MHAs.
- Explain the work hours and scheduling structure for MHAs.
- Describe the career conversion opportunities available to MHAs.

### Summary:

- Introduction
- MHA Pay
- MHA Work Hours and Scheduling
- MHA Career Conversion
- Wrap-Up

### Time Allocated for Module:

- 30 minutes

### Instructional Methods:

- Lecture

- ~~PowerPoint Slides~~
- ~~Additional Presenters (optional)~~

**Participant Material Used:**

- Employee ~~Quick~~ Reference Guide

**Media Required:**

- Computer/LCD projector
- Orientation Media DVD
- ~~Rip Chart (optional)~~

## **Introduction**



## ***Introduction***

Facilitator: Show slide MHA-1, Standard Training for MHAs.

Show only the presentation related to the audience, either MHA or PSE. These may be presented in separate groups and union facilitators can join the appropriate room

Refer ~~participant~~employees to Appendix - “Standard Training for MHAs” in the Employee ~~Quick~~ Reference Guide pages ~~78-83~~57-62.



~~—Show slide MHA-1, “Standard Training for MHAs.”~~

## ***Objectives***



~~—~~Facilitator: Show slide MHA-2, “Objectives.”

Review and discuss the module objectives and topics covered in this module ~~(Summary).~~

## ***MHA Overview***



~~—~~Facilitator: Show slide MHA-3, “MHA Overview.”

Provide overview of the MHA position.

The Postal Service delivers quality, universal mail service throughout the country. As a Mail Handler Assistant (MHA), you are an essential resource to one of the largest service organizations in the world.

The 2013 arbitration award created a new non-career bargaining Mail Handler Assistant (MHA) employee category in the mail handler craft. An MHA is defined as a non-career, bargaining unit employee, established to work within the National Postal Mail Handlers Union (NPMHU) bargaining units.

MHAs ~~will be~~ hired for a term not to exceed 360 calendar days and ~~will~~ have a break in service of at least 5~~five~~ days, if reappointed. The separation of MHAs upon completion of their 360-day term and the decision to not reappoint MHAs to a new term are not grievable, except where it is alleged that the separation is pre-textual. MHAs may be separated during their term for lack of work at any time. Such separation is not grievable except where it is alleged that the separation is pre-textual.

MHAs separated for lack of work before the end of their term will be given preference for reappointment ahead of other MHAs with less relative seniority and ahead of applicants who have not served as MHAs, provided that the need for hiring arises within twelve (12) months of their separation.

## **MHA Pay**



— Facilitator: Show slide MHA-4, “MHA Pay Rates.”

Discuss pay rates for MHAs.

## **Pay Rates**

Mail Handler Assistant craft has one level of pay, Mail Handler Assistant level 04 (MHA-04). MHAs are not hired into an MH-05 assignment. The National Agreement (NA) between NPMHU and USPS defines MHA pay rates in Article 9. The Handbook EL-903, *Agreement between United States Postal Service and National Postal Mail Handlers Union, AFL-CIO* ~~2016-2019-2022~~, defines specific MHA pay rates in Article 9.



— Facilitator: Show slide MHA-5, “Overtime.”

Review Overtime. Rates discussed are subject to change per new agreements between the USPS and NPMHU.

## Overtime

Overtime is paid at time and one-half (1.5) of the employee's base hourly straight time rate. MHAs earn overtime when working over 40 hours in a service week. The service week begins on Saturday and ends on Friday.

~~Inform employees that the rates discussed are subject to change per new agreements between the USPS and NPMHU.~~

## Higher Level Pay



Facilitator: Show slide MHA-6, “Higher Level Pay.”

Discuss Higher-level pay and duties.

MHA-04 levels may, on a temporary basis, perform additional higher-level duties, and receive a higher pay rate but only when performing higher level work.

Examples of higher-level Function 4 positions are as follows:

- Group leader
- Sorting pouches, sacks and/or trays of preferential mail
- Operating power industrial vehicles

## ***MHA Work Hours and Scheduling***

### Work Hours



Facilitator: Show slide MHA-7, “Work Hour Guarantee.”

Review information on work hours.

### Work Hour Guarantee

Article 8, Section 8 of the National Agreement defines the minimum work or pay guarantee MHAs receive when they are scheduled and report to work. The guarantee differs based on the size of the installation.

Any MHA who is scheduled to work and who reports to work in an installation with 200 or more work years of employment shall be guaranteed four (4) hours of work or pay. MHAs scheduled to work and who report to work at smaller installations will be guaranteed two (2) hours work or pay.



**Facilitator:** Show slide MHA-8, “**Work Hour Limitations**.”

**Review work hour guarantee.**

### Work Hour Limitations

Employee and Labor Relations Manual (ELM), Section 432.32 defines the maximum number of work hours allowed. Except as designated in labor agreements for bargaining unit employees or in emergency situations as determined by the Postmaster General (or designee), employees may not be required to work more than 12 hours in 1 service day.

In addition, the total hours of daily service, including scheduled work hours, overtime, and mealtime, may not be extended over a period longer than 12 consecutive hours.

**Facilitator:** Show slide MHA-9, “**Lunches, Rest Breaks, Review information on lunches and Comfort Stops.”rest breaks.**

### Lunches, and Rest Breaks, and Comfort Stops

Except in emergency situations or where service conditions preclude compliance, no employee may be required to work more than six continuous hours without a meal or rest period of at least ½ hour. The 30-minute lunch period includes any time spent traveling to and from the lunch location.

## **Scheduling**



**Facilitator:** Show slide MHA-10, “**Scheduling**.”

**Review information on scheduling.**

### Weekly Scheduling

Non-career employees should see their assigned Supervisor for information on how their weekly schedule will be assigned. Non-career employees' schedules are subject to change on a day-to-day basis.

### Holiday Scheduling

Non-career employees ~~will be~~[are](#) scheduled for work on a holiday after all full-time volunteers and part-time volunteers are scheduled to work on their holiday or designated holiday. Local Memorandum of Understanding ~~will apply~~[applies](#) if there have been locally negotiated pecking orders.



## Five-Day Break in Service



—Facilitator: Show slide MHA-11, “Five-Day Break in Service.”

[Review information on the five-day break in service.](#)

MHAs are appointed to 360-day terms. At the end of each term, the MHA must take a five calendar-day break before beginning the next appointment. Any accrued annual leave is paid at the end of a 360-day term.

~~Show slide MHA-12, “MHA Career Conversion.”~~



—Facilitator: Show slide MHA-12, MHA Career Conversion.

[Review information on career conversion. Share the latest conversion statistics for MHAs.](#)

When the Postal Service hires new mail handler full-time career employees, MHAs within the installation ~~will be~~ converted to full-time regular career status to fill such vacancies based on their relative standing in the installation, which is determined by their original MHA appointment date in that installation.

## Summary

~~Share the latest conversion statistics for MHAs in the district.~~

## Wrap-up

### Summary



**Facilitator:** Show slide MHA-13, “Summary.”

**Review and briefly discuss the topics presented within the module.**

- MHAs ~~will be~~ hired for a term not to exceed 360 calendar days and ~~will~~ have a break in service of at least 5 days, if reappointed.
- As an MHA, you earn an hourly wage, and may be entitled to overtime based on your work schedule.
- As an MHA who is scheduled to work and who reports to work in an installation with 200 or more work years of employment shall be guaranteed four (4) hours of work or pay. MHAs scheduled to work and who report to work at smaller installations will be guaranteed two (2) hours work or pay.

### For Further Information



**Facilitator:** Show slide MHA-14, “For Further Information.”

Refer ~~participant~~employees to the Additional Resources job aid within the ~~quick reference guide~~Employee Reference Guide and point out the resources listed below.

~~Address all questions that participants may have relating to resources.~~

- Local Personnel Office
- Union Representative

~~Address all questions that employees may have relating to the resources.~~

## **Module 14: Standard Training for Postal Support Employees (PSEs)**

### **Objective:**

Upon completion of this module, you will be able to:

- Define the scope and responsibilities of the Postal Support Employee (PSE) position.
- Explain the various pay rates for PSEs.
- Explain the work hours and scheduling structure for PSEs.
- Describe the career conversion opportunities available to PSEs.

### **Summary:**

- ~~Introduction~~
- ~~PSE Pay~~
- ~~PSE Work Hours and Scheduling~~
- ~~PSE Career Conversion~~
- ~~Wrap-Up~~

### **Time Allocated for Module:**

- 30 minutes

### **Instructional Methods:**

- Lecture
- ~~PowerPoint Slides~~
- Additional Presenters (optional)

### **Participant Material Used:**

- ~~Employee Quick~~ Reference Guide



## **Introduction**



## ***Introduction***



~~Refer employees to Appendix – “Facilitator: Show slide PSE-1, Standard Training for PSEs” in the Employee Quick Reference Guide pages 84-87.~~



~~—Show slide PSE-1, “Standard Training for PSEs.”~~



~~—Facilitator: Show slide PSE-2, “Objectives.”~~

**Review and discuss the objectives and topics covered in this module ~~(Summary).~~**

**Refer participants to Appendix - Standard Training for PSEs in the Employee Reference Guide pages 63-66.**

## ***PSE Overview***



~~—Facilitator: Show slide PSE-3, “PSE Overview.”~~

**Review the PSE position.**

Positive customer experiences and efficiency remain critical to the success of the Postal Service. As a Postal Support Employee (PSE), you are one of our most important resources.

Establishment of the Postal Support Employee (PSE) position was a major achievement in the 2010 Collective Bargaining Agreement (CBA). A PSE is defined as a non-career, bargaining unit employee, established to work within the American Postal Workers Union (APWU) bargaining units. Providing the Postal Service with increased workforce flexibility will help it maintain service levels while reducing costs. The Postal Service believes that the negotiated CBA with the APWU will provide the needed operational flexibility going forward.

PSEs will be hired for a term not to exceed 360 calendar days and will have a break in service of at least 5 days, if reappointed. When operational circumstances indicate that reappointment for a PSE is not needed and the installation employs a PSE with lower relative standing, the PSE with higher standing will be reappointed and the PSE with the lower standing in the installation will be separated instead. Such separation of a PSE with the lowest standing is not grievable except where the separation is pretextual. These PSEs separated for lack of work during or upon completion of their appointment will be given reappointment ahead of other PSEs with less relative standing on the PSE rolls (or hiring a new PSE) in the installation if the need for hiring arises within one (1) year of separation.

## PSE Pay

### Pay Rates



— Facilitator: Show slide PSE-4, “PSE Pay Rates.”

Review PSE pay rates. Discuss examples of hourly rate and applied night differential as applicable.

Rates discussed are subject to change per new agreements between the USPS and APWU.

As a PSE, you earn an hourly wage, and may be entitled to night differential based on your work schedule. Contractually, you will receive periodic wage increases based on the APWU and USPS national agreement. The Handbook EL-912, *Agreement between United States Postal Service and American Postal Workers Union, AFL-CIO 2015-2018*, defines specific PSE pay rates in Article 9.

### Night Differential

Night differential is paid for time worked between the hours of 6:00 p.m. and 6:00 am in addition to your hourly rate.

~~Discuss examples of hourly rate and applied night differential as applicable.~~

Grade\_      Hourly Rate

3	<del>\$.92</del> <u>90</u>
4	<del>\$.93</del> <u>95</u>
5	<del>\$1.05</del> <u>09</u>
6	<del>\$1.12</del> <u>15</u>
7	<del>\$1.19</del> <u>22</u>
8	<del>\$1.21</del> <u>25</u>

### Overtime

Once the provisions of the APWU and USPS agreement have been met, and it has been determined that a PSE is needed for overtime work, the employee will be paid overtime for work performed in excess of forty (40) work hours in any one service week. Overtime pay for PSEs is at the rate of one and one-half (1.5) times the basic hourly straight time rate.



~~Inform employees that the rates discussed are subject to change per new agreements between the USPS and APWU.~~

## Higher-Level Pay



~~Facilitator:~~ Show slide PSE-5, “Higher-Level Pay.”

### Review higher-level pay.

PSEs may have the opportunity to be temporarily assigned to a higher-level position. Higher-level pay ~~will be~~ paid for assignments to higher-level positions within the bargaining unit.

However, when the opportunity exists for higher-level assignment, preference ~~will be~~ awarded to career employees. PSEs ~~will be~~ not ~~be~~ assigned to higher-level assignments in Function 4 except when no career employee is available.

Examples of higher-level Function 4 positions are as follows:

- Lead Sales and Service Associates (LSSA)
- Bulk Mail Techs
- Special Postal Clerks
- Lead Clerks

## PSE Work Hours and Scheduling

### Work Hours



~~Facilitator:~~ Show slide PSE-6, “Work Hour Guarantee.”

### Review work hour guarantee.

### Work Hour Guarantee

PSEs have no daily or weekly work hour guarantees. However, any PSE who is scheduled to work and who reports ~~will be~~is guaranteed two (2) hours of work or pay.

Any PSE employee who is scheduled to work and who reports to work in a Post Office or facility with 200 or more ~~work years~~work years of employment shall be guaranteed four (4) hours of work or pay.

## Scheduling



**Facilitator:** Show slide PSE-7, “Work Schedules.”

[Review scheduling.](#)

### Weekly Scheduling

Non-career employees should see their assigned Supervisor for information on how their weekly schedule will be assigned. Non-career employees’ schedules are subject to change on a day to day basis.

### Holiday Scheduling

Non-career employees will be scheduled for work on a holiday after all full-time volunteers are scheduled to work on their holiday. Local Memorandum of Understanding will apply if there have been locally-negotiated pecking orders.

## Five-Day Break in Service



**Facilitator:** Show slide PSE-8, “Five-Day Break in Service.”

[Review the five-day break in service.](#)

PSEs are appointed to 360-day terms. At the end of each term, if reappointed, the PSE must take a five calendar-day break before beginning the next appointment. Any accrued annual leave is paid at the end of a 360-day term.

There may be additional provisions that have been bargained for PSEs locally in your assigned unit for making some types of vacation selections. Ask your OJI in the unit for information on local leave provisions.

## PSE Career Conversion



**Facilitator:** Show slide PSE-9, “PSE Career Conversion.”

Review PSE career conversion. Share the latest conversion statistics for PSEs.

When a need exists to fill vacancies with career employees in accordance with its contractual obligations, available and qualified PSEs ~~will be~~are converted to fill such vacancies on a seniority basis.

~~Share the latest conversion statistics for PSEs in the district.~~

## Wrap-up

## Summary



**Facilitator:** Show slide PSE-10, “Summary.”

**Review and briefly discuss the topics presented within the module.**

- PSEs ~~will be~~is hired for a term not to exceed 360 calendar days and ~~will have~~has a break in service of at least ~~5~~five days, if reappointed.
- As a PSE, you earn an hourly wage, and may be entitled to night differential and/or overtime based on your work schedule.
- Any PSE who is scheduled to work and who reports ~~will be~~is guaranteed two (2) hours of work or pay.

## For Further Information



**Facilitator:** Show slide PSE-11, “For Further Information.”

Refer [participantemployees](#) to the Additional Resources job aid within the [quick-reference guideEmployee Reference Guide](#) and point out the resources listed below.

[Address all questions that participants may have relating to material and resources.](#) [Review additional resources available to PSEs.](#)

- Local Personnel Office
- Union Representative

~~[Address all questions that employees may have relating to the resources.](#) [Review additional resources available to PSEs.](#)~~

- Handbook EL-912 – *Agreement between United States Postal Service and American Postal Workers Union, AFL-CIO 2010-2015*
- Employee and Labor Relations Manual (ELM)
- Information regarding USPSHB, FEHB and FSA on LiteBlue at: [liteblue.usps.gov/benefits](http://liteblue.usps.gov/benefits)

~~[Address all questions that employees may have relating to the material.](#)~~



## Appendix A: Icebreakers

### Two Truths and a Lie

Each person lists 3 things about them – two that are true, one that is not. Have other employees guess which is the lie.

### Lost on a Deserted Island

If you were stuck on a desert island name one thing that you'd bring and why.

### My N.A.M.E.

Give the group 5 minutes to think of interesting facts about themselves that correspond to the letters of their first name. Have each employee share his/her acronym.

Example: Hi, I'm Logan. L is for Led Zeppelin, one of my favorite rock groups. O is for Ohio, which is where I live. G is for German, the only foreign language I know. A is for Aunt Wendy, my favorite relative. N is for Nice because I am a nice guy!

### Fill In Their Blank!

Supplies: sticky notes

Ask each new hire to write a "fill in the blank" phrase on a sticky note. Collect all the sticky notes and throw them in a bag or bowl. Walk around the room. Randomly select new hires to pull a sticky note and complete the sentence. Continue the activity throughout the day – it's a great after-lunch activity!

Sample questions: If I had a soundtrack to my life it would be \_\_\_\_\_.

My favorite person in the whole world is \_\_\_\_\_ because \_\_\_\_\_.

The person I would trade lives for a day with is \_\_\_\_\_.

I couldn't live a day without \_\_\_\_\_.

### A Penny for Your Thoughts

Supplies: one penny per participant. Preferably shiny, easy to read, and less than 20 years old.

Give a penny to each participant. Ask them to first introduce themselves with their name and any other information you'd like shared with the group. Then ask them to share something significant or interesting about themselves from the year on their penny. You go first to set the example.

### Similarities and Differences

Supplies: one index card per person.

Give each participant an index card. Using a pen, have them divide their cards into three columns headed by Name, Similar, Different. Have them mingle and try to fill their card with as many names as possible. For each name, they find something they have in common with the other person and one way they are different.

Example:	Name	Similar	Different
	Tim	We love to travel	He likes country music.

### Q & A Icebreaker

Supplies: A jar or box full of small index cards or papers with different questions written on each of them.

Example questions:

What is your favorite movie?

If your life was being turned into a movie, what actor/actress would play you?

What is your greatest phobia?

If you were any animal, what would you be?

What three adjectives best describe you?

What's your favorite American city?

If you could vacation anywhere in the world, where would you go?

What are you most proud of?

What's the best advice you've ever received?

What song reminds you of your childhood?

Coke or Pepsi?

What's your favorite pizza topping?

If you owned a yacht, what would you name it?

Sweet or salty?

What show are you most likely to binge watch on Netflix?

What's your greatest accomplishment?

What's your biggest regret?



What's your favorite sports team?

What super power would you choose?

Name one thing you'd love to learn how to do?

If you found \$100 and couldn't find its rightful owner, what would you do with it?

### Sentence Starters Icebreaker

Supplies: Write sentence starters on slips of paper. Have each participant pull a slip from a bowl or box and write their name, read then sentence starter, and then complete it. Read the slips once everyone has finished to help get to know each other.

Sample sentence starters:

Although most people don't find...

I am...

I have never...

I love it when...

I love to...

I think I have the best...

I would never...

My idea of beauty is...

The best thing I ever did for my child is...

The best way for me to relax is...

The best way to save...

The biggest and best...

The funniest thing that ever happened to me was...

The lowest...

The most important decision I ever made in my life was...

The most unbelievable thing...

The thing that makes me laugh is...

There is nothing I enjoy more than...

When I think of prunes...

Would You Rather? Icebreaker

Supplies – you can either work from a list of questions; or write questions on slips of paper and place in bowl or box and allow participants to select one.

Sample Questions:

Would you rather...?

- Visit the doctor or the dentist?
- Eat broccoli or carrots?
- Watch TV or listen to music?
- Own a lizard or a snake?
- Have a beach holiday or a mountain holiday?
- Be an apple or a banana?
- Be invisible or be able to read minds?
- Be hairy all over or completely bald?
- Be the most popular or the smartest person you know?
- Make headlines for saving somebody's life or winning a Nobel Prize?
- Go without television or fast food for the rest of your life?
- Be handsome/beautiful and dumb or be ugly and really smart?
- Always be cold or always be hot?
- Not hear or not see?
- Eliminate hunger and disease or be able to bring lasting world peace?
- Be stranded on a deserted island alone or with someone you don't like?
- See the future or change the past?
- Be three inches taller or three inches shorter?
- Wrestle a lion or fight a shark?

### Famous People/Cities

Supplies – Index card and tape

Great for an after lunch or day 2 ice breaker!

As each person arrives, tape an index card on his or her back with the name of a famous person or city written on it.

People must circulate the room asking yes or no questions. (No open-ended!)

The goal is to identify clues that will help them find out the name of the person or city on their index card.

### Something New

Great for Day 2!!

On the second day, ask each person to share one thing they learned about someone else in the group during the previous day – without sharing the person's name. Have the rest of the group guess who ~~is~~ the person is being described.

### Common Ground

In small groups, have participants come up with six things they have in common and have them share these with the large group.