



October 3, 2008

PLANT MANAGERS, MANAGERS, SUPERVISORS
SAN FRANCISCO P&DC, AMC, ISC, NPDDC and SAN FRANCISCO POST OFFICE

Subject: STEP 1 - INFORMAL "A" GRIEVANCE HANDLING

We are committed to make every effort to resolve our disputes in a professional manner and to avoid any unnecessary escalation of grievances. In addition to the contractual requirement to resolve issues at the lowest level, resolving grievances at this level also fosters an improved relationship between management and the union, thus contributing to an improved workplace environment.

Therefore, effective immediately all Managers/Supervisors who hear grievances at Step 1 and/or "Informal A" are required to discuss the case with a Labor Relations Specialist prior to denying the grievance. This process does not eliminate your decision making authority at Step 1/Informal A. This process is being established to enable Supervisors to make the correct decision at Step 1, based on the National Agreement.

Supervisors meeting at Step 1 must conduct the initial meeting with the union, identify the issues, gather the relevant documentation and then call Labor Relations to discuss the rationale for denying the grievance. The union must still be given the answer within 5 calendar days.

Supervisors meeting at "Informal A" must contact Labor Relations prior to the initial meeting. The same information as stated above must be available when you call Labor Relations.

Compliance with this directive is mandated. Labor Relations will review all grievances that have been appealed to Step 2/A, and identify which grievances were appealed without their counsel that should have been resolved at Step 1/Informal A. Labor Relations will then take the appropriate action to remand the grievance and/or resolve the grievance at the lowest level.

If you have any questions please contact Labor Relations at (415) 550-5510.

A handwritten signature in black ink, appearing to read "AGAA", written over a light blue horizontal line.

Adam Alvarez
Manager Labor Relations
San Francisco District