

Employee and Labor Relations Manual

Issue 20

November 2009
Transmittal Letter

A. Introduction

Our *Strategic Transformation Plan* enables the Postal Service™ to successfully perform our long-standing mission of providing affordable, universal service. A strategic and key Plan objective is to maintain a work environment that enables our diverse and highly motivated workforce to:

- Achieve and go beyond performance expectations.
- Be recognized for individual and team performance achievements.

The *Employee and Labor Relations Manual* (ELM) is a critical tool for understanding and implementing the programs and processes that contribute to this goal.

B. Explanation

ELM 20 contains changes published in the *Postal Bulletin* from May 8, 2008, through October 22, 2009. For detailed information about the revisions, see the Summary of Changes. Except for deletions, substantive changes are identified in the text by a bar in the margin.

C. Availability

1. **Online.** The online ELM is updated periodically with changes published in the *Postal Bulletin*. Online incremental updates of ELM 20 will be designated as ELM 20.1, 20.2, etc. ELM Issues 12.1 through 19.2 are available on the Postal Service PolicyNet Web site:

- Go to <http://blue.usps.gov>.
- Under “Essential Links” in the left-hand column, click on *References*.
- On the PolicyNet Web site, click on *Manuals*.

(The direct URL for the Postal Service PolicyNet Web site is <http://blue.usps.gov/cpim>.)

The ELM is also available on the Postal Service Internet:

- Go to www.usps.com.
- Click on *About USPS & News*, then *Forms & Publications*, then *Postal Periodicals and Publications*, and then *Manuals*.

2. **Hard copy.** You can order ELM 20 from the Material Distribution Center (MDC) by using touch tone order entry (TTOE). Call 800-273-1509 and follow the prompts.

Note: You must be registered to use TTOE. To register, call 800-332-0317, option 1, extension 2925, and follow the prompts to leave a message. (Wait 48 hours after registering before placing your first order).

D. Comments and Questions. Send comments and questions to:

MGR STRATEGIC BUSINESS INTEGRATION
EMPLOYEE RESOURCE MANAGEMENT
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 9817
WASHINGTON DC 20260-4226

A handwritten signature in black ink, appearing to read "Deborah Giannoni-Jackson", with a vertical line to its left.

Deborah Giannoni-Jackson
Vice President
Employee Resource Management