

Employee and Labor Relations Manual

Issue 21

February 2010
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 was published in November 2009. ELM 21 contains changes published in the *Postal Bulletin* from December 17, 2009, through January 14, 2010. 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*. Because we no longer publish online incremental updates, the next revision will be designated as ELM 22. ELM Issues 12.1 through 21 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 *PolicyNet*.
- Click *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 the ELM 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