

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
NORTHLAND DISTRICT



February 25, 2002

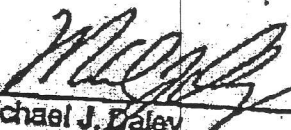
POSTMASTER
STATION MANAGERS
NALC STEWARDS

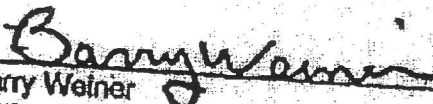
Subject: Union Activity

The Dispute Resolution Team (DRT) has recently alerted us to a potential problem that, to date, Northland District has not encountered. This problem revolves around union requests for steward's time (Article 17) and/or information requests (Article 31). The Dispute Resolution Process training emphasized that these issues should not be the occasion for additional grievances. Perhaps because the training was some time ago the emphasis has faded or some individuals have not received the training. Therefore, we are jointly reiterating the guidelines for disagreements in these areas.

If a disagreement arises the parties (steward and supervisor) are to call the Dispute Resolution Team together. The DRT will almost always resolve the issue over the phone precluding any need for a grievance on the issues of steward's time or requests for information. We again stress that it is our expectation that the parties will act reasonably in these situations and not allow escalation that undermines the process.

Additional training will be scheduled on the Dispute Resolution Process for both management and union representatives in the future. Until such training is scheduled the Dispute Resolution Team is more than willing to train new stewards and supervisors as such need arises.


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