



February 18, 2021

JOSEPH WOLSKI
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – Effectiveness of the Postal Service's Efforts to Reduce Non-Career Employee Turnover (Report 19POG001SAT000-R20), Recommendation #2 Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on February 10, 2021, to discuss management's disagreement with Recommendation #2 as stated in the February 5, 2020, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation #2, which reads as follows from the February 13, 2020, audit report:

Recommendation #2:

The Chief Human Resources Officer and Executive Vice President develop a comprehensive non-career employee national turnover strategic plan and procedures to provide more effective management oversight. The plan and procedures should focus on achieving measurable results to reduce non-career employee turnover at the local level by developing action plans to address exit survey results and implement district best practices nationwide.

The recommendation status will be changed to "Agreed" in both the OIG's and management's tracking systems.

In order to close the recommendation management has agreed to take the following actions: The Postal Service has introduced National Initiative #511 – *Improving the Employee Experience – First 90 Days*, which launched February 3, 2021. This initiative aims to stabilize the non-career workforce by improving the employee experience and increasing retention. Included with this response is the presentation which outlines the steps towards a standardized approach, improved tools and provides for national oversight - being cascaded from leadership to our front-line supervisors.

Implementation Date: February 03, 2021.

Responsible Official: Simon M. Storey, Vice President, Human Resources; Joseph R. Bruce, Senior Director, National Human Resources; Gail M. Hendrix, Senior Director, Field HR Operations.

Sincerely,

A handwritten signature in black ink that reads "Simon Storey". The signature is written in a cursive style with a large, stylized "S" and "St" at the beginning.

Simon M. Storey