



January 8, 2021

SALLY K. HARING
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Resolution of Audit Recommendation

On December 15, 2020, we met with Executive Vice President (VP) Doug Tulino and VP Simon Storey, among others, to discuss the disagreement related to recommendations 2 and 6 in our report on *Informal Grievance Oversight* (Report Number 19SMG007HR000-R20).

For recommendation 2, at the December 15, 2020, VPs Tulino and Storey agreed to communicate appropriate policy to the Area Managers, Labor Relations, regarding establishing appropriate monetary thresholds consistent with their contractual and statutory obligations. In response to that discussion, on January 6, 2021, VP Katherine Attridge agreed to add language to that policy communication to encourage local managers to reach out to their Labor Relations Department as needed to discuss informal grievance resolutions. The Postal Service plans to communicate this policy by February 28, 2021.

For recommendation 6, on January 6, 2021, VP Attridge agreed to review the issue codes in the Grievance and Arbitration Tracking System (GATS) to remove duplicate issue codes, establish guidance to address frequency of the updates, and remove the GATS Entries Handbook from the intranet site by May 20, 2021.

We agree with the actions the Postal Service will take to address recommendations 2 and 6, along with the target implementation dates.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or comments please contact Victoria Smith, Manager, Quality, Systems & Accountability, at 703-526-5903.

A handwritten signature in black ink that reads "Joseph E. Wolski".

Joseph E. Wolski
Director, Audit Operations