



POSTAL NEWS

FOR IMMEDIATE RELEASE
April 12, 2005

Contact: Media Relations
202-268-2155
News Release No. 05-031
www.usps.com

POSTAL SERVICE SUCCESS COMES FROM DEVELOPING PEOPLE

Washington, D.C. – Enhancing a performance-based culture in the U.S. Postal Service comes from focusing on improving employee development, diversity, recruiting, safety and access to employee benefits around-the-clock.

Senior Vice President of Human Resources Suzanne Medvidovich told the Board of Governors at its monthly meeting that “Just about all of our career employees make a 30-year commitment to the organization. It’s our obligation, as an employer, to be committed to our people.”

Medvidovich outlined the extensive initiatives, undertaken as part of the 2002 Transformation Plan, that have been the focus of her department.

“Since most mail is sorted on automation equipment, there was a need to change a 30-year-old hiring process, to one that places a premium on customer focus, attitude and teamwork,” she said. In addition, the Postal Service also added innovative recruitment programs for professional, technical and specialist trainees with diverse backgrounds.

“It’s all about getting the right people for the right job. And once we get the right people, we develop them,” she said.

The Postal Service is streamlining, standardizing and automating the way its Human Resource department works, she said, moving away from a paper-driven system to more efficient, electronic system.

“It will be one of the largest HR initiatives in the world,” she noted.

The new system, called, PostalPEOPLE is a web-based and phone system operating 24 hours, seven days-a-week.

Another important element of special focus is safety. The Postal Service initiated programs aimed at greater education with regard to safety and increased support of partnerships with unions and the Occupational Safety and Health Administration (OSHA).

Medvidovich said that through the partnership, Ergonomics Risk Reduction, teams at 69 local sites developed solutions that have reduced lifting and handling accidents by 75 percent. The team approach will be expanded to 93 sites this year.

“We’re also proud of our leading roles in the OSHA Voluntary Protection Program (VPP). Admission to this program isn’t easy, but it pays big dividends,” she said. VPP sites have up to 50

percent fewer accidents. There are 20 sites participating and another 65 slated to be added this year, making the USPS a national leader.

Also, she mentioned that through a partnership with the National Association of Letter Carriers, they are working on developing training for hazard identification and other safer work practices nationwide.

“Every day, more than 250,000 carriers go down just about every street in the nation. They contend with ice, snow, dogs, traffic and the occasional child chasing a ball into the street. And last year, we moved 25 billion pounds of mail. There’s a huge potential for accidents. So we’re working hard to make sure accidents don’t happen,” she said.

So far, results over the last three years have been impressive, Medvidovich said. There has been a 41 percent reduction in OSHA reportable illnesses and injuries, 12 percent reduction in motor vehicle accidents, “which means that over 29,000 more employees went home safely to their families.”

In closing her remarks to the board, Medvidovich said, “We have to continue improving the workplace. It’s good for the Postal Service. It’s good for our employees. And it’s good for our customers. It’s the right thing to do.”

In other board action, Senior Vice President and Chief Marketing Officer Anita Bizzotto gave a presentation on Business Connect™ an initiative that encourages postmasters, station managers, and branch managers to help small and medium-sized businesses create more business with Postal Service™ products and services.

Bizzotto said the program is designed to increase business owners’ awareness of how Postal Service products and services can meet their mailing needs and save them time and money.

In his remarks, Postmaster General John E. Potter said that after three years of decontamination and refurbishment due to anthrax contamination, the Trenton Processing and Distribution plant was reopened. The facility contains new sorting equipment and bio-hazard-detection sensors. He further noted that the Trenton plant was one of 100 mail processing facilities across the nation to receive bio-hazard detection equipment which was deployed over the past year. He added that phase two of the deployment schedule begins this month when an additional 172 sites will receive bio-hazard detection systems over the next eight months.

Since 1775, the Postal Service has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that visits 142 million homes and businesses every day and is the only service provider delivering to every address in the nation. The Postal Service receives no taxpayer dollars for routine operations, but derives its operating revenues solely from the sale of postage, products and services. With annual revenues of more than \$69 billion, it is the world’s leading provider of mailing and delivery services, offering some of the most affordable postage rates in the world. The Postal Service delivers more than 46 percent of the world’s mail volume—some 206 billion letters, advertisements, periodicals and packages a year—and serves seven million customers each day at its 37,000 retail locations nationwide.