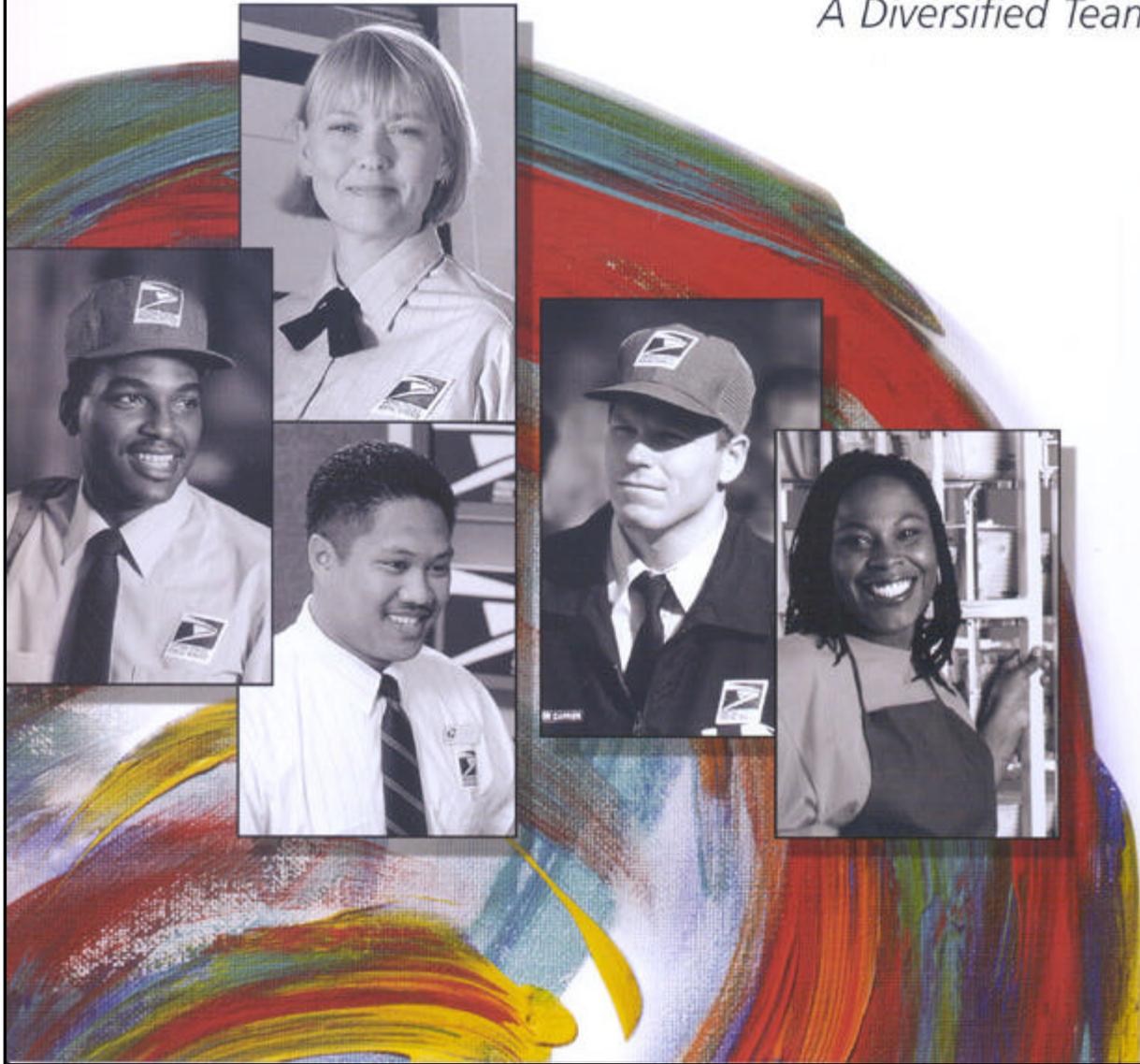


The United States Postal Service

A Diversified Team



A Diversified Team

As a world-class business leader, the U.S. Postal Service is committed to making diversity an integral part of the way we do business.

With 750,000 employees, the U.S. Postal Service recognizes the value of diversity in business and seeks the challenge of building and maintaining a viable business culture where all employees are respected and valued in the 21st century.

Our U.S. Postal Service team is fully committed to diversity from treasuring the uniqueness of our employees, our customer base, and our suppliers to fostering their continuing development through our initiatives. Simply stated, we respect every individual, treat everyone with dignity and respect, and encourage the remarkable contributions of people from different backgrounds, experiences, and perspectives.

Integrating the diversity of employees, customers, and suppliers into how we do business creates an inclusive organization. This integration provides us with the uncommon energy and creativity we need to grow our business.

In today's marketplace, we believe that such diverse talents and experiences are vital to our business as we step up to the 21st century challenge of offering the best products and service our diversified world demands.

OUR MISSION

We will continue to build the Postal Service into a high-performing service provider that develops and capitalizes on its diverse human capital potential. To accomplish this, we must value and manage diversity in a way that allows the Postal Service to develop people, pursue reform, manage costs, grow revenue, and improve service. Being true to this mission will allow the Postal Service to continue to provide affordable, universal mail service to every American, no matter who, no matter where, and become the service that all customers choose to use, rather than the one they have to use.

OUR VISION

The Postal Service will create, nurture and sustain an inclusive organization by promoting change and growth. Once the vision is realized, the diversity of our employees, customers and suppliers will be integrated in the way we do business. We strive to be an organization that encourages diversity, leverages diversity, manages diversity, and promotes inclusion in our interaction with our employees, customers and suppliers.

Diversity's Focus

1 **Ensure that there is representation of all groups at all levels.**

We will ensure an inclusive workforce in leadership positions by building employee awareness on the availability of programs and incentives. We will educate and motivate postal management to identify management candidates and encourage them to support their development.

2 **Achieve harassment and discrimination free environment.**

We will ensure the administration of a work climate that is fair and free from unlawful and inappropriate behavior.

3 **Enhance workforce management.**

We will provide guidance in managing change and implementing organizational changes in the workforce.

4 **Strengthen customer and community relations.**

We will support the organization's drive towards business success by providing the resources for understanding and reaching our diverse marketplace.

CORE VALUES

Our organization's core values are the foundation upon which our diversity vision and mission statements are built. They are:

- Accountability
- Equality
- Integrity
- Opportunity
- Safety and Security

Making Diversity Work

Diversity Development strives to create an environment where everyone's participation is welcomed, and no one is subjected to discrimination or harassment. An organization where employees have access to programs that help them advance as far as their talents and desires will take them.

Our organizational goal is to approach diversity with the deliberate outcome being that all of our employees, customers and suppliers are understood, respected, and included. This requires that the Postal Service be a learning organization with diversity being a perpetual stimulant of innovation, exceptional quality, superb customer service, and effectiveness in achieving our organization's goals and missions.

Overall, the diversity team works to enhance the corporate image of the U.S. Postal Service, so that it can continue to be a responsible corporate citizen of the diverse communities it serves.

Headquarters and Field Programs

The Headquarters and Field Diversity Programs unit oversees the implementation of a comprehensive communication plan outlining the benefits of diversity to our customers, suppliers and employees. This unit provides functional guidance to and develops expectations for field diversity specialists to enable them to effectively execute all Diversity Development functions at the local level.

National Diversity Leadership Committee

This National Diversity Leadership Committee drives the representation of all groups at all levels and enhances efforts to build an inclusive workforce. The focus of this committee is on executive succession planning, self-imposed barriers to inclusiveness, recruitment, retention, and measurement of financial return-on-investment.

National Awards Program for Diversity Achievement

Sponsored by the Management Committee, the National Awards Program for Diversity Development has become the largest peer recognition program in U.S. Postal Service history. This program recognizes the achievements and contributions of those individuals and teams that have encouraged and promoted diversity within the organization.

Educational Support

Diversity Development provides tuition reimbursement to many Career Management and Advanced Leadership Program graduates for undergraduate and graduate-level developmental courses.

Diversity Communications

Successful implementation of diversity initiatives begins with a clear message regarding cultural differences and employee issues and concerns. The following communication tools are strongly supported by postal leaders and are used to educate our employees.

Heritage Coalition

The Heritage Coalition address present and future concerns of targeted employee groups within the U.S. Postal Service. Coalition members include the Hispanic Organization of Postal Employees (HOPE), African-American Postal League United for Success (A-PLUS), National Hispanic Society, Asian-American Postal Employees Association, Jewish Postal Workers Welfare League, National Alliance of Postal and Federal Employees, and NETWORK (an organization comprised of female postal employees).

National Diversity Development Summit

The annual National Diversity Development Summit supports the Human Resources department's leadership development efforts by conducting training workshops on diversity-related topics. The focus of the summit is on the learning and development needs of the diversity professionals.

Diversity Best Practices

Diversity Development is engaged in partnerships with other functional areas within the organization to ensure that the U.S. Postal Service achieves a workforce balance. We build strong external relationships with various organizations such as the Office of Personnel Management (OPM) and the Equal Employment Opportunity Commission (EEOC). These relationships enable us to assess our progress and promote initiatives that make it possible for the U.S. Postal Service to establish and maintain competitive and diverse customers and suppliers.

Diversity Executive Liaisons

- **Panorama**
Monthly newsletter that showcases diversity success stories at field units as reported by our diversity professionals.
- **Diversity Talk**
An internal electronic newsletter for field specialists that highlights the activities of the Headquarter Diversity office and provides guidance and direction to our diversity network.
- **Corporate Diversity Focus**
A publication that provides a fast, executive overview of headline news on how diversity is impacting corporate America.

National Workplace Harassment Prevention Program

The National Workplace Harassment Prevention Program uses awareness and training activities to prevent workplace harassment at all levels of the organization. Education is the key to accomplishing the Postal Service's goal of providing a workplace free of unlawful and inappropriate conduct. We resolve potential problem areas to avoid the extensive costs of related loss of productivity and job performance. Our goal is to foster an environment where all employees treat each other with dignity and respect.

Each executive liaison serves as an officer's diversity advocate and technical advisor. Executive liaisons help officers and functional managers to establish an inclusive and positive workplace environment. For example the liaison evaluates workplace and employee data, monitors succession planning, and facilitates diversity education and awareness.

Multicultural Outreach

Diversity Development supports the organization's drive towards business success by providing the resources that promote understanding and reach our diverse marketplace. We monitor research data pertaining to minority groups, and report related market trends and forecasts to all organizations within the Postal Service. Diversity partners with other postal groups to identify and plan initiatives that are reflective of the emerging marketplace.

Affirmative Employment Programs

The Affirmative Employment Program (AEP) unit provides national guidance on the affirmative action and employment program of the U.S. Postal Service. This unit implements initiatives that help improve the inclusiveness and retention of the postal workforce.

National Women's Program

The National Women's Program:

- Sponsors executive leadership training.
- Analyzes issues concerning work and family life.
- Initiates activities to improve recruitment, retention, mentoring, and succession planning.
- Implements focus groups to identify and resolve women's issues.

To enhance its efforts, the program maintains partnerships with the National Association of Female Executives (NAFE), the Business Women's Network (BWN), the Business Professional Women's Foundation, and Women of Color in the Government. The program also maintains a women's reading resource library and a Web page that focuses on women's issues.

National Hispanic Program

The National Hispanic Program:

- Identifies employees with high potential for leadership development.
- Provides hiring-test orientation to applicants.
- Conducts recruitment and community outreach.
- Maintains partnerships with all of the largest constituency based national Hispanic organizations in the country as a support network for U.S. Postal Service diversity initiatives.

Employment of Persons with Disabilities

The U.S. Postal Service promotes the employment, placement, and career development of persons with disabilities, as mandated by the Rehabilitation Act of 1973. To increase representation of persons with disabilities, we:

- Ensure equal development and promotion opportunities for disabled veterans and persons with disabilities.
- Submit an Affirmative Employment Plan for the disabled to the Equal Employment Opportunity Commission.
- Develop a separate plan addressing disabled veterans' issues for the Office of Personnel Management.
- Monitor statistical reports on hiring and promotion.

Diversity Development network of field specialists ensures that information is continually shared regarding sensitivity, cultural awareness activities, and training opportunities

Special Emphasis Program

The Special Emphasis Program:

- Partners with community organizations to increase access to employment opportunities.
- Ensures equal development and promotion opportunities for all groups.
- Focuses on employee retention.
- Develops educational tools that feature the contributions of noted Americans and encourages philately.
- Maintains relationships with varied national organizations that promote

inclusiveness.

Career Development Facilitator Training

Career Development Facilitator training provides tools on coaching and interpreting organizational information that employees need to plan and develop careers. This certification course is provided through a partnership with the Center for Credentialing and Education, Inc., the National Career Development Association, and the National Occupation Information Coordinating Committee. We train and certify each of our diversity professionals and provide them with a toolkit of best practices for career development.