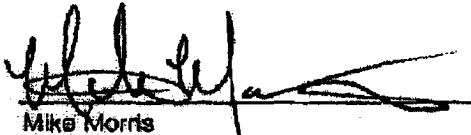


MEMORANDUM OF UNDERSTANDING
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
AMERICAN POSTAL WORKERS UNION, AFL-CIO

RE: Step 1 Discussion

The intent of the parties is to resolve cases at the lowest possible level whether it is done by telephone, in person, or through electronic communication. Normally, the parties will meet on Step 1 grievances in person; however, a request by either party to accommodate the process by discussing a Step 1 grievance by telephone should not be unreasonably denied. Whenever possible, facilitation of the Step 1 discussion and possible resolution through means of telephonic or electronic communication and/or information sharing is encouraged.



Mike Morris
Director, Industrial Relations
American Postal Workers Union, AFL-CIO



Michael R. Mlakar
Manager, Field Labor Relations
United States Postal Service

Date: June 5, 2013