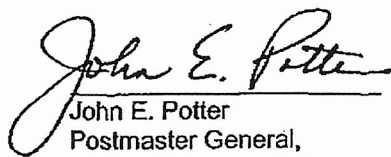


USPS-NALC JOINT STATEMENT OF EXPECTATIONS

The parties at the national level commit to the following principles of conduct when addressing disputes under Article 15 of the National Agreement. We believe these principles are essential to the effectiveness of any dispute resolution process as well as effective working relationships between the union and management. Our expectation is that these principles will guide union and management representatives at all levels of the organization.

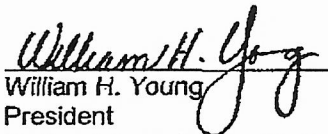
- We will do our best to understand and respect each other's roles, responsibilities, interests, and challenges.
- We will make every effort to establish and maintain a more constructive, and cooperative working relationship between union and management at all levels of the organization by promoting integrity, professionalism, and fairness in our dealings with each other.
- We are committed to honoring our labor contract and the specific rights and responsibilities of the parties set forth therein.
- We will work together to prevent contract violations through communication, training, and good faith efforts to anticipate workplace problems and resolve disputes in a timely manner.
- We are committed to eliminating abuses of our grievance-arbitration procedure, such as the filing of unwarranted grievances to clog the system or a refusal to resolve grievances even where there are no legitimate differences of opinion between the parties.
- We are committed to mutual and joint efforts to improve the workplace environment and to improve the overall performance of the Postal Service.
- We will make every effort to resolve our disputes in a professional manner and to avoid any unnecessary escalation of disputes which may adversely impact adherence to the above principles or adversely influence union-management relationships at other levels of the organization.



John E. Potter
Postmaster General,
Chief Executive Officer
U.S. Postal Service



Patrick R. Donahoe
Chief Operating Officer &
Executive Vice President
U.S. Postal Service



William H. Young
President
National Association of Letter
Carriers, AFL-CIO

July 2003