

Joint Workplace Improvement Process (JWIP)



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Now that the 2016 National Agreement has been ratified, our focus turns to implementation of the new collective-bargaining agreement. This includes ensuring the accuracy of wage increases and associated retroactive pay, deploying the changes to certain provisions of the agreement and beginning the implementation of new processes contained in the agreement.

One such new process is called the Joint Workplace Improvement Process (JWIP). JWIP was negotiated to give us a defined joint process to address factors that contribute to poor working environments for letter carriers.

To be clear, this process in no way replaces or changes the existing related contractual tools. A comprehensive guide to these and other tools available to shop stewards called the *2016 NALC Shop Steward's Guide to Preserving the Rights of Letter Carriers to be Treated with Dignity and Respect* is available on the "members only" portal on the NALC website or by contacting your national business agent's office.

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JWIP is intended to be an additional avenue for addressing these issues. The memorandum of understanding (MOU) included in the 2016 National Agreement is printed to the right of this article. The JWIP MOU describes the parties' commitment to such improvement and sets forth several factors that will be reviewed by the teams.

While the MOU contains a general structure, it does not contain a detailed structure like other joint agreements, such as the joint route adjustment processes, have in the past. This is intentional, as we will need flexibility in determining the structure of the process in different locations. Geography and the factors that need addressing in certain locations will be considered when the process begins.

We have begun assembling teams of individuals who have the skillsets necessary to successfully review and develop solutions in selected locations. Branches soon will be provided information by the national business agents' offices on the site selection process. We look forward to using another tool to improve the workplace for letter carriers.

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
NATIONAL ASSOCIATION OF LETTER CARRIERS,
AFL-CIO**

Re: Joint Workplace Improvement Process

The parties are committed to creating and enhancing a culture in every workplace that improves relationships between management and city letter carriers for the purposes of providing a safe, efficient work environment in which all employees are treated with dignity and respect. The parties recognize that such a work environment puts the Postal Service and its employees in the best position to accomplish our mission of providing the highest quality service to our customers. Therefore, the parties agree to the following Joint Workplace Improvement Process (JWIP):

Joint Workplace Improvement Process (JWIP)

The process will be overseen by the Vice President, Labor Relations and the NALC National President, or their designees. Representatives will be appointed by the Vice President, Labor Relations and the NALC National President, or their designees, to represent the Postal Service and the NALC. These representatives will work in teams of two, with one member representing the Postal Service and one member representing the NALC.

The national parties will jointly select locations for teams to implement the JWIP process. The appropriate Area Manager, Labor Relations or National Business Agent, or their designees, may submit locations to the national parties for consideration.

Once a location is selected, teams will thoroughly review all factors in a selected location that affect the workplace culture, safety, service or efficiency of a location. These factors include, but are not limited to:

- The treatment of employees
- The relationship between the local union and local management
- Communication between city letter carriers and local management
- Corrective solutions/remedies to repetitive contractual violations/disciplinary issues
- Policies and practices regarding safety both in the office and on the street
- Service to customers, operational efficiency, and opportunities for business growth
- Staffing levels and properly adjusted routes

After the process described above is completed, the team will jointly develop recommendations for changes and a plan to implement such changes in each location. Each team will promptly report their findings and recommendations for each selected location to the Vice President, Labor Relations and the NALC National President, or their designees.

The national parties will determine what, if any, changes are necessary based on the joint review and will assign responsibility for implementing such changes. Additionally, the national parties are committed to monitoring the effectiveness of such changes.