



March 6, 2024

Mr. Charlie Cash  
Industrial Relations Director  
American Postal Workers Union, AFL-CIO  
1300 L Street NW  
Washington, DC 20005-4128

**Certified Mail Tracking Number:**  
7020 3160 0002 0327 9291

Re: IR24-03 – Information Request on Anti-Harassment Information Line

Dear Charlie:

This letter is in response to the APWU's February 9 request for information (RFI) pertaining to the Postal Service's Anti-Harassment Information Line. This request has been identified as IR24-03. Please include this tracking number in future correspondence regarding this RFI.

Below are the APWU's questions followed by the Postal Service's response:

**1. Why wasn't the APWU informed of this new system prior to implementation?**

**Response:** The Anti-Harassment Information Line is a toll-free phone number that employees can call to listen to a recording that provides information about the Postal Service's Anti-Harassment program. The information line states existing policies and procedures.

**2. What is the purpose of the phone line?**

**Response:** The Anti-Harassment Information Line provides callers with information on what actions they can take should they experience, witness, or receive a complaint alleging harassment.

**3. What information is provided?**

**Response:** The Anti-Harassment Information Line provides information about the Postal Service's Anti-Harassment program. Enclosed is a transcript of the recorded message callers hear when they call the Anti-Harassment Information Line.

**4. Is this phone line a method for employees to report harassment?**

**Response:** No.

**5. Who is answering/manning the phone line?**

**Response:** No one is answering/manning the phone line. The Anti-Harassment Information Line is a recorded message.

**6. What information is collected from the employee calling?**

**Response:** The phone service provider captures phone numbers that call the line and the number of calls received.

**7. Who will have access to the data/information collected?**

**Response:** The Equal Employment Opportunity Office has access to the data. This information may be reported to Postal leadership, the Office of Inspector General, and/or the Equal Employment Opportunity Commission.

**8. Are there any reports or statistics that the system generates?**

**Response:** As stated in response to question 6, the phone service provider captures phone numbers that call the line and the number of calls received.

**9. What steps will be taken after the initial phone call by the Postal Service?**

**Response:** No steps will be taken after the initial phone call. If an employee experiences or witness harassment, the employee should inform management. Management should then follow the steps outlined in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*.

**10. Will the data/information collected be used to discipline the caller or other employees?**

**Response:** The statical data will not be used to discipline the caller or other employees.

If there are any questions regarding this response, please contact Judith Reeder at extension 3557.

Sincerely,



Shannon R. Richardson  
Director  
Contract Administration (APWU)

Enclosure

## **Workplace Harassment Information Line Script**

You have reached the United States Postal Service Workplace Harassment Information Line.

Harassment is unwelcome behavior that an individual finds offensive and harmful, and that a reasonable person would consider intimidating, hostile or abusive.

Harassment is prohibited by Postal Service policies and may also violate federal antidiscrimination laws. The Postal Service, through its supervisors and managers, takes prompt action to prevent, investigate, address and remedy conduct that is found to be against our policies and/or the law. Workplace harassment can include offensive or derogatory comments, names, or slurs; engaging in negative stereotyping; circulating or displaying inappropriate graphic materials; and/or engaging in physical or verbal threats, intimidation or humiliating actions. The offensive behavior could be a one-time occurrence or may occur over a period of time.

If you believe that you have experienced any of these behaviors or similar conduct from another employee, supervisor, manager, contractor or postal customer — or if you have witnessed another employee being subjected to such conduct — immediately report it to a supervisor or manager. Alternatively, field employees also can report the conduct to the local manager of labor relations. Headquarters employees may contact the manager of human resources at headquarters as an alternative to contacting a supervisor and/or manager. If your circumstances involve a threat of serious harassment or physical harm, contact the United States Postal Inspection Service at 1-877-876-2455 to file a report.

The Postal Service will act to protect the confidentiality of complainants but cannot guarantee complete confidentiality.

If you believe that you were subjected to harassment because you belong to a protected class based on race, color, sex, including pregnancy, sexual orientation and gender identity including transgender status; religion; national origin; age, including those 40 and older; genetic information; physical or mental disability; or Equal Employment Opportunity activity; you may request EEO counseling by using the online Postal Service EEO efile application found at the website <https://efile.usps.com>. Additional information regarding allegations of discrimination is available on the Postal Service's LiteBlue page.

If you are a supervisor or manager and an employee has reported to you conduct that they believe is harassment, review Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*. You may contact your local manager of labor relations for further assistance. If you work at headquarters or in a headquarters-related position, contact the headquarters manager of human resources.

If you are experiencing a personal crisis or concerns following conduct that you believe is harassment, visit [www.EAP4YOU.com](http://www.EAP4YOU.com) to review information available through the Employee Assistance Program, a free, voluntary and confidential program available to all postal employees and their families.

All employees are encouraged to review Publication 553, *Employee's Guide to Understanding, Preventing, and Reporting Harassment*. We all have a responsibility to treat each other with dignity and respect as well as create a workplace free of harassment. Thank you.