

# Global Reporting Initiative Content Index

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## Introduction

The United States Postal Service (USPS) is a large self-funded federal agency. Our mission is to provide universal mail service in the United States. USPS is the only US federal agency to consistently report within the Global Reporting Initiative (GRI) sustainability reporting framework annually since 2008. GRI's framework is a globally accepted standard that complements the Postal Service annual sustainability report. The Postal Service supports the use of the GRI guidelines to provide transparency and consistency in reporting. As the world's largest Post we have a unique global leadership responsibility to participate.

This GRI Content Index includes a description of the Postal Service sustainability reporting, organization, management, strategy and process towards economic, environmental and social sustainability. The 2012 GRI content index has been supplemented with the following narrative discussion. To help the reader, the specific GRI reference addressed by this narrative is noted in the margin. A cross reference table reporting our GRI disclosure responses is included at the end of the Index.

For any questions about the report or its content, please contact us at [sustainability@usps.gov](mailto:sustainability@usps.gov) or at the following address:

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There are several publically available source documents referred to throughout this index narrative. The Annual Report to Congress (Annual Report) includes our financial disclosures, strategic analysis, and economic reporting for fiscal year 2012. The Annual Report is supported by the 2012 Form 10K Report, which is prepared in accordance with Securities Exchange Act requirements. The 2012 Annual Sustainability Report (2012 ASR) reviews our corporate sustainability initiatives and performance toward our strategic corporate goals. The 2012 federal Strategic Sustainability Performance Plan (SSPP) tracks federal goal performance, which we prepare voluntarily pursuant to federal Executive Order 13514. Lastly, the Employee and Labor Relations Manual (ELM) includes information on employee benefits and policies.

- 2012 Annual Report: <http://about.usps.com/publications/annual-report-comprehensive-statement-2012/annual-report-comprehensive-statement-2012.pdf>
- 2012 Form 10K: <http://about.usps.com/who-we-are/financials/10k-reports/fy2012.pdf>
- 2012 ASR <http://about.usps.com/what-we-are-doing/green/welcome.htm>
- 2012 SSPP: [http://about.usps.com/what-we-are-doing/green/pdf/00\\_2012\\_USPS\\_SSPP.pdf](http://about.usps.com/what-we-are-doing/green/pdf/00_2012_USPS_SSPP.pdf)
- ELM: <http://about.usps.com/manuals/elm/html/welcome.htm>

### GRI Indicators *Introduction*

2.1 – Organization  
Name

3.12 – Standard  
Disclosures  
Location

3.4 - Contact

## Sustainability Reporting

The GRI's reporting framework is the most widely recognized standard for public sustainability performance disclosure. The Postal Service currently reports using version 3.0 of the GRI guidelines. Learn more about GRI reporting at <https://www.globalreporting.org>.

The Postal Service reporting period includes 2012 fiscal year performance, ending September 30, 2012. The 2012 ASR communicates our corporate sustainability strategy, performance, and progress. Our 2012 GRI report includes source documents and references that discuss risks or opportunities that could adversely affect our ability to provide affordable universal mail service. GRI identified source documents herein also provide content for Postal Service stakeholders, including customers, peers, partners, suppliers and employees. GRI source documents include all operations and information about suppliers and contractors along with risks and financial performance.

The Postal Service continuously strives to improve and refine our sustainability strategy, the boundary and scope of this GRI report may shift. Indicators within this GRI content index and the ASR are calculated using actual performance reported through internal databases or estimations based upon expenditure, established factors, or surveys. Calculation methodologies are described in the text or source documents. There are no significant restatements from previous reporting that affect this GRI report. Any restatements are disclosed within the 2012 ASR narrative.

There were no major changes in organization size, structure or ownership in FY 2012. Any changes in outsourced operations, such as leased facilities, are not considered to have significantly affected the comparability of this report from previous years. The Postal Service reports the significant impacts for its leased and contracted services in the 2012 ASR narrative, such as fuel use of its contract transportation and GHG emissions from leased facilities.

The GRI Content index is available at [usps.com/green](http://usps.com/green). The Postal Service self-reports a B application level per GRI protocol.

## Operations

The Postal Service is an independent establishment within the executive branch of the government of the United States (39 CFR 221.1). The Postal Service has a statutory mandate to provide secure, efficient, and affordable mail service to every person in the United States – which covers all sectors of business and a diverse customer base. No single customer represents greater than 2% of operating revenue (Form 10K, page 83).

Postal Service operating statistics and segment descriptions are provided in the 2012 Annual Report on pages 22 to 24 and in detail throughout the 2012 Form 10K. Information about Postal Service products and services including contract services are provided in the 2012 Form 10K (pg. 45-47).

The scale of USPS operations is provided in the 2012 Annual Report, including number of employees (pg. 24), net revenue (pg. 20), quantity of products and

### GRI Indicators *Sustainability Reporting*

- 3.3 – Reporting cycle
- 3.2 – Date of last report
- 3.1 – Reporting period
- 3.5 – Defining report content
- 3.6 – Report boundary
- 3.7 – Report limitations
- 3.9 – Data measurement and calculations
- 3.10 – Re-statements
- 3.11 – Significant changes to reporting
- 2.9 – Significant organization changes
- 3.8 – Reporting on outsourcing and leasing
- 3.13 – External assurance

### GRI Indicators *Operations and Organization*

- 2.6 – Ownership
- 2.7 – Markets served
- 2.2 – Products & Services
- 2.8 - Scale
- 2.5 – Geographic locations
- 2.3 – Operational structure
- 2.4 – Headquarters location

services (pg. 21-22), assets and facilities (pg. 23). Detailed reporting on debt, revenues, and other financial data are provided in the 2012 Form 10K.

## Organization

The Postal Service operates within the United States and its territories and contracts with other national postal operators to provide global delivery service. The operational structure and governance of the Postal Service leadership and functional units are set in Title 39 of the Code of Federal Regulations (CFR), Part 221.<sup>1</sup> The Postal Service headquarters is located in Washington, DC, and it operates tens of thousands of facilities across the United States. The Postal Service is geographically managed with seven Area Vice Presidents. Each geographically defined service Area contains service Districts, managed by a District Manager.

## Governance

The Postal Service governance structure consists of an 11-member Board of Governors (Board), similar to a board of directors at a publicly held corporation. The Board includes nine independent, non-executive members appointed by the President of the United States with the advice and consent of the Senate. The Postal Service uses the New York Stock Exchange definition of independence. Postal Service executives serving on the Board include the Postmaster General (PMG) and the Deputy Postmaster General (DPMG). During FY 2012, Thurgood Marshall Jr. served as the independent Chairman of the Board. The Chairman of the Board does not serve as an executive officer within the Postal Service management structure.

The Board has five committees. The composition of these committees is detailed in the 2012 Form 10K (pgs. 59-62).

All meetings of the Board of Governors are open to the public unless the Board specifically votes to close all or part of a meeting in accordance with the Government in the Sunshine Act [5 USC 552b (b)]. Open meetings are available as webcasts at, <http://about.usps.com/news/electronic-press-kits/bog/welcome.htm>

Employees can communicate suggestions or project ideas to e-Ideas, a web-based application developed by the Postal Service. The application e-Ideas does not facilitate direct communication to the Board.

Compensation for Postal Service leadership and managers is linked to performance through the National Performance Assessment (NPA) process and the NPA approved organizational goals. NPA, executive compensation and departure arrangements are provided in the 2012 Form 10K, pages 62 to 68. Compensation for members of the Board is set by statute and not directly linked to performance.

The President and the Senate appoint the USPS Board of Governors as required by statute. The President and the US Senate have it in their best interest to select Governors that are qualified to provide the Postal Service governance on a broad range of subject

<sup>1</sup> 39 CFR 221 <http://www.gpo.gov/fdsys/pkg/CFR-2011-title39-vol1/pdf/CFR-2011-title39-vol1-chapl.pdf>

### GRI Indicators Governance

- 4.1 – Governance structure
- 4.2 – Chair as executive
- 4.3 – Members of the board
- 4.4 – Shareholder to board communication
- 4.5 – Compensation and performance
- 4.7 – Qualification procedure for the board in economic, environmental and social topics
- 4.9 – Board procedures to oversee social, environmental and economic performance
- 4.10 – Evaluating the board on social, environmental and economic performance

matters inclusive of economic, environmental and social topics. The current appointment selection process does not include any specific qualification procedure on economic, environmental and social topics.

The Postal Service Chief Sustainability Officer reports directly to the DPMG, an executive member of the Board, who is regularly briefed by on the status of corporate sustainability performance. The 2012 ASR is released and provided to the Board for review. Currently, our organizational structure does not include developing a new formal process to evaluate the Board with respect to economic, environmental and social performance; the Board's responsibilities are stipulated by statute. The Board evaluates its own performance annually under the direction of the Governance and Strategic Planning Committee. Board members are briefed on various aspects of Postal performance including service, customer satisfaction, operations and finance (economic), human resources (safety, diversity, and retention), sustainability, and others.

## Guiding Policies

### Code of Ethics

The Board of Governors and all employees are subject to 5 CFR Part 2635, Government Ethics for Executive Branch Employees.<sup>2</sup> Select employees are also subject to the Senior Financial Manager's Code of Ethics.<sup>3</sup> The Postal Service's legal department maintains a database of Governors' and officers' assets and financial interests to ensure conflicts of interest are avoided. The employee code of conduct is available in the USPS Employee and Labor Manual (ELM), chapter 6.

### Sustainability and Strategy

The Postal Service describes its corporate strategies in the 2012 Annual Report (pg. 29-40) and 2012 Form 10K report (pg. 2-15). These reports include content on key impacts, risks and opportunities for the Postal Service. Our priority for our customers as stakeholders is to ensure universal mail service. Our strategies for individual elements of environmental stewardship are discussed throughout this Index.

The 2012 ASR contains information about the Postal Service sustainability goals, targets, progress and initiatives. It discusses the challenges and opportunities facing these initiatives and contains a statement from the Postmaster General and Chief Sustainability Officer. In addition the 2012 federal SSPP provides detail on sustainability performance pursuant to federal Executive Order target and goals.

The Postal Service's economic performance and implementation of its operational performance and goals are reported annually in the 2012 Annual Report and Form 10K.

## Economic

Many Posts around the world have been impacted by current economic conditions and a changing technology landscape. Fiscal year 2012 posed continued financial challenges for the U.S. Postal Service due to declining mail volume and statutory requirements. The

<sup>2</sup> <http://www.usoge.gov/DisplayTemplates/StatutesRegulationsDetail.aspx?id=293>

<sup>3</sup> <http://about.usps.com/who-we-are/financials/senior-financial-managers-code-of-ethics-2010.pdf>

### GRI Indicators Guiding Policies

- 4.8 – Internal statements of mission, code of conduct
- 4.6 – Conflicts of interest
- 1.2 – Key risks and opportunities
- 4.8 – Internal statements of mission and principles of economic performance
- 1.1 – Senior decision-maker statement

Postal Service responded by continuing to reduce costs, increase efficiency, offer more services and work with the U.S. Congress on Postal regulatory reform. A complete financial outlook is provided in the 2012 Annual Report and Form 10 K.

### Financial sustainability

Information on the economic value generated and distributed by the Postal Service into the US economy can be found in the 2012 Form 10K (pages, 22, 26, 31-33, 46, 78-82, 105-109). The Postal Service is self-funded and does not receive an appropriation from Congress for its operations but does receive limited reimbursement for unfunded services that are statutorily mandated. Additional information can be found in the 2012 Form 10K (pg. 52, 90-91).

Employee benefits and benefit plan obligations and their role in the Postal Service’s financial situation are provided in the 2012 Form 10K (pg. 15, 22-25, 32-45) and details on benefits in general are listed in the ELM, chapter 6.

### Community impacts and changes

The Postal Service operates at the epicenter of a \$1 trillion mailing industry (Form 10K, pg. 87) and is a part of the mail value chain, enabling economic development across many communities, industry sectors and markets. The Postal Service enables small, medium and large businesses to generate hundreds of billions of dollars in sales and employment to the benefit of the American public.

The Postal Service maintains a network of facilities and routes to deliver mail to every address in the United States. As part of our public service mandate, the Postal Service makes changes to its network to accommodate the number of delivery points and mandated level of service, not financial considerations. The Postal Service is required by 39 USC 404(d) to provide adequate notice of closure or consolidation of post offices and must make a determination on the effect on the community, employees, and economy. Affected individuals may appeal the decision to the Postal Regulatory Commission (PRC).

### Environmental

USPS adheres with all applicable Federal, State, Tribal, regional, local environmental, energy, labor relations, and safety laws and regulations. The Postal Service voluntarily aligns itself with many sustainability guidelines set forth by U.S. federal Executive Orders 13423 and 13514. The Postal Service has established environmental policies for compliance and to proactively minimize its environmental impacts. This includes many risk assessment elements that align with the precautionary principle (a social responsibility to take action when a risk is plausible although not completely known) but are not organizationally directly referred to as the precautionary principle. By statute the Postal Service must also conduct environmental assessments in compliance with the National Environmental Policy Act (NEPA) whenever an applicable change in operations or facilities occurs.

As additional external involvement, the Postal Service participates with US Environmental Protection Agency Wastewise program, voluntarily reports to the International Postal Corporation (IPC) Environmental Measurement and Monitoring System (EMMS), and is a founding member of The Climate Registry (TCR).

**GRI Indicators**  
*Economic*

**Disclosure of Management Approach - Economic**

- EC1 – Direct economic value generated
- EC4 – Government assistance
- EC3 – Benefit plan coverage
- EC8 – Infrastructure investments impacts
- EC9 – Indirect economic impacts
- SO1 – Programs to assess community impacts of organizational changes

**GRI Indicators**  
*Environmental*

**Disclosure of Management Approach - Environmental**

- 4.8 – Internal statements of mission and principles of environmental performance
- 4.11 – Precautionary principle
- 4.12 – External principles, charters.

The Postal Service reports on its approach to environmental performance within the 2012 ASR, as well as the 2012 federal SSPP, including policies on waste management, energy, water, GHG emissions, transportation fuel, and sustainability. The Postal Service operates a large retail footprint but does not manage large amounts of land; therefore biodiversity is not considered material to this report. The Postal Service did release a fundraising Vanishing Species Semi Postal stamp. Net proceeds from sales of these stamps are transferred to the U.S. Fish and Wildlife Service to support Multinational Species Conservation Funds.

## Climate change and greenhouse gas emissions

Climate change is an important global issue and challenge. The Postal Service is working to improve our understanding of Greenhouse Gas (GHG) impacts, mitigate risk factors, and ensure compliance with federal requirements. In 2012, the Postal Service released a climate change adaptation plan. This is a continuing area of study with new tools being developed to help companies understand and estimate impacts. As such the Postal Service has not included a financial impact assessment complement to our climate adaptation plan at this time.

The Postal Service reports its greenhouse gas emissions (GHGs) in the 2012 ASR and in the federal 2012 SSPP (see Table 1). The Postal Service’s Scope 1 and Scope 2 emission sources in order of significance include electric consumption, owned and leased vehicles, stationary combustion, refrigerant fugitive losses, and emissions from welding processes and fire extinguishers. Postal Service calendar year GHG inventories are publicly available at <http://tcrreports.org>.

**GRI Indicators**  
**Greenhouse gases**

EC2 – Financial implications of climate change

EN16/17 – Total direct and indirect GHGs

EN18 – GHG reduction initiatives

**Table 1: GHG emissions by category**

	Million MTCO <sub>2e</sub>
Facility Energy	2.88
Transportation Fuel	1.33
Refrigerants & Other	0.06
T&D Losses	0.17
Business Travel	0.05
Commuting	2.09
Wastewater and Waste	0.19
Contract Transportation	5.25
Other	0.05
<b>Scope 1 &amp; 2</b>	<b>4.27</b>
<b>Scope 3</b>	<b>7.79</b>

Postal Service Scope 3 emission sources in order of significance include contract transportation, employee commuting, transmission and distribution losses, contract waste and wastewater, and business travel. Our current methodology does not contemplate including products and subcontracted production sources.

Postal Service GHG initiatives include energy efficiency projects, reducing fuel consumption by optimizing routes, and increasing waste reduction and recycling. [Refer to the Carbon footprint: GHG Emissions section in the 2012 ASR]

## Energy & transportation

The largest contributor of Postal Service GHG emissions is energy use. The Postal Service tracks direct energy use from stationary fuel sources for facility and transportation operations. The Postal Service also tracks indirect energy use from electricity and steam. Table 2 provides transportation and facility energy consumption by commodity type. The Postal Service reports fuel use with a defined methodology. Facility energy is estimated using a sampling of sites with known facility energy data. [Refer to the Energy conservation and management section in the 2012 ASR for aggregate totals]

**Table 2: Energy Use by Source**

	Thousand GJ
<b>Transportation Fuel</b>	
Biodiesel	208.9
CNG	4.4
Diesel	3,517.8
E-85	68.6
Electric	0.4
Gasoline	15,085.6
Propane	0.4
<b>Facility Energy</b>	
Natural Gas	5,035.7
Propane	131.6
Oil	491.0
Electric	17,742.8
Steam	126.2

**Table 3: Energy sources**

	Million Gigajoules
Facility Energy	23.53
Owned and Leased Vehicle	18.89
Contracted Transportation	71.87
<b>Total Energy Use</b>	<b>114.28</b>

Transportation energy use includes gasoline, diesel, biodiesel, ethanol, CNG and LPG from owned vehicles, leased vehicles, and contracted transportation. The Postal Service reports energy use in this index as both fuel used by owned and leased vehicles and fuel used for contracted transportation. The Postal Service contract

transportation providers move mail by highway, rail, ship, and air. Contract transportation is estimated using actual consumption data and estimations using expenditure and unit fuel costs. Table 3 provides energy use by category in gigajoules.

The 2012 ASR *Energy Conservation and Management* section discusses energy initiatives and reductions. The Postal Service reports total facility site energy use. The Postal Service reports GHG emissions associated with transmission and distribution losses from purchased electricity as part of its GHG inventory. The Postal Service reporting methodology currently does not include indirect energy associated with the production of purchased electricity or the production and delivery of stationary combustion fuels. Reducing Postal Service facility energy reduces indirect energy use from electric production and energy losses during electric transmission and distribution.

The Postal Service reports business travel and employee commuting as GHG emissions. Energy use resulting from business travel has decreased 8% and employee commuting has increased 2% since FY 2011. Trend changes in travel and commuting may be partially attributable to survey participation and methodology adjustments. Business travel is estimated using internal travel statistics from reimbursements. Employee commuting is estimated using an employee survey. Initiatives to reduce this energy use are listed in the FY 2012 federal SSPP, pg. 43. Impact estimates from energy-intensive materials and subcontracted production are not included.

The Postal Service has procurement policies for energy efficient technology and equipment. This includes a comprehensive energy management program, performance and usage tracking, audits, and equipment upgrades.

Transportation of products and services is a significant environmental impact contributor and are primarily measured in GHGs. Total fuel use and GHG emissions are reported for the Postal fleet, employee commuting, and contract transportation using the methodology described in the Federal GHG Accounting and Reporting Guidance. The Postal Service

**GRI Indicators  
Energy**

- EN3 – Direct energy consumption
- EN4 – Indirect energy consumption
- EN5 – Energy reduced due to energy initiatives
- EN6 – Energy efficient products and services
- EN7 – Indirect energy reduction initiatives
- EN29 – Transportation of products environmental
- LT2 – Fleet composition
- LT3 – Fleet & fuel environmental impacts reduction policies
- LT4 – Initiatives to increase energy efficiency in fleet

also evaluated environmental impacts in a life cycle analysis of the mail in 2008.<sup>4</sup> Strategies to reduce the transportation effects of the mail are described in the FY 2012 federal SSPP, pg. 29-32, 36-37, 43 -47. [Refer to the *Fleet and Transportation Management* section of the 2012 ASR for fuel and fleet data, policies and programs on fuel, use of alternative fuels].

## Waste and water

The Postal Service reports on waste management initiatives including using materials with recycled content, reducing consumption of disposable products (consumables), and increasing recycling by diverting waste from landfill disposal.

The Postal Services aligns its environmentally preferable purchased program with federal Executive Order strategies which includes recycled content material however our methodology does not currently include tracking the percentage of all materials that have recycled content. The total amount of spending on recycled products is tracked and reported [Refer to the *Sustainable Acquisition and Purchasing* section in the 2012 ASR]. Waste totals are estimates based on activity factors and direct facility survey reporting. [Refer to the *Waste Reduction and Recycling* section in the 2012 ASR]. Efforts to reduce the environmental impact of mail products are discussed throughout the 2012 ASR including the *Services and Products* section.

**Table 4: Waste generated & disposal method**

	Tons
Recycling Facility	253,908
Waste-to-Energy	27,312
Landfill	251,775

**GRI Indicators**  
*Waste and water*

EN2 – Percentage of materials that have recycled content

EN22 – Total weight of waste

EN26 – Initiatives to mitigate environmental impacts of products

EN8 – Total water withdrawal

The 2012 ASR includes a section on water, both total consumption and efforts to reduce environmental impacts from stormwater runoff.

## Social

### Labor

Postal Service policies for employees, employee relations, health and safety, training, and equal opportunity are included in Handbook EL-312 Employment and Placement and the ELM.<sup>5</sup> The ELM discusses aspects of worker responsibilities and rights such as full-time employee benefits (ELM Chap 5).

Career and non-career Postal employee totals are listed on page 24 of the 2012 Annual Report, including by employment type. Reporting on a regional level is not material for this report. Postal statistics on the composition of its workforce are reported in the Equal Employment Opportunity Commission's Annual Report on the Federal Work Force. These statistics include race, gender and disability by position type and responsibility. Current reporting is completed and published for FY2010, in the Annual Part 2 report from the EEOC, including Tables A-1a and A-6b.<sup>6</sup> Updated information will be posted and publicly available at, <http://www.eeoc.gov/federal/reports/>

<sup>4</sup> <http://about.usps.com/what-we-are-doing/green/pdf/USPS-EnvImpacts-of-Mail-LCI-Report-06-08.pdf>

<sup>5</sup> <http://about.usps.com/handbooks/el312.pdf>

<sup>6</sup> [http://www.eeoc.gov/federal/reports/fsp2010\\_2/appendix4.cfm](http://www.eeoc.gov/federal/reports/fsp2010_2/appendix4.cfm)

More than 85% of Postal Service career employees are represented by collective bargaining agreements. Our labor force is primarily represented by the American Postal Workers Union (APWU), National Association of Letter Carriers (NALC), National Postal Mail Handlers Union (NPMHU), and National Rural Letter Carriers Association (NRLCA).

ELM Chapter 3 provides minimum notice periods for major operational changes impacting employees. Collective bargaining agreements require advance notice of certain matters relating to wages, hours or working conditions. The period of advance notice varies depending on the terms of the bargaining agreement and the nature of the issue.

### Training and benefits

The Postal Service has comprehensive resources for internal and external training for job-related skills and self-development training. Employee training and development policy are provided in the ELM (Chap. 7). Postal Service also provides retirement seminars and counseling and has rules for severance pay in the ELM (Chapters 4 and 5).

### Performance reviews

All non-bargaining unit management and administrative employees are subject to annual reviews. As per the terms of each negotiated agreement, currently bargaining unit employees do not receive annual performance reviews.

### Employee safety

The Postal Service labor agreements (Article 14) include health and safety requirements and procedures. Postal Service safety and health policies are provided in the ELM (Chapter 8), including the establishment of joint labor-management safety and health committees. The Postal Service has Area-level executive safety and health committees, which include District Managers, Area Managers and inspectors. The Employee Assistance Program (ELM, Chapter 8) provides services for postal employees and their families such as referrals, short-term counseling, accredited childcare and eldercare, consultation, crisis response, and other resources. The Postal Service has a National Medical and Occupational Health Program that provides preventative medical programs in health counseling, education, and training, manages the medical records of employees, and assists in the prevention of job-related injuries and illness.

The Postal Service FY 2012 OSHA Injury and Illness rate was 5.44 per 100 employees. Refer to page 34 of the 2012 Annual Report for calculation methodology and details.

### Human rights

The Postal Service complies with all applicable federal laws that cover investment and procurement practices, non-discrimination, and labor. The Postal Service cannot discriminate against an employee or applicant with respect to the terms, conditions or privileges of employment on the basis of race, color, religion, sex, national origin, age, disability, marital status or political affiliation. Discrimination against Postal Service employees and applicants on these bases is prohibited by one or more of the following statutes and regulations: 29 U.S.C. 206(d), 631, 633a, 791, and 42 U.S.C. 2000e-16. Postal Service policies for non-discrimination and freedom of association are listed in the

#### GRI Indicators Social - Labor

##### Disclosure of Management Approach - Labor

- LA1 – Total workforce by type
- LA3 - Benefits
- LA13 – Employees by gender, age, minority membership
- LA4 – Collective bargaining
- LA5 – Minimum notice period for operational changes
- LA11 – Employee training programs for continued employability and to assist in career endings
- LA12 – Employee performance reviews
- LA6 – Management-worker health and safety committees
- LA9 – Formal agreements & health and safety
- LA8 – Education for serious diseases
- LA7 – Rates of injury, lost days

ELM (Section 6, 9) as well as in Handbook EL-312 (Sec 235). The Postal Service considers itself to be fully reporting for material human rights topics that are relevant to Postal operations and public sustainability reporting.

The Postal Service must comply with the No Fear Act which requires Federal agencies be accountable for violations of antidiscrimination and whistleblower protection laws.” Public Law 107-174., Section 301 of the Act requires agencies to post statistical Equal Employment Opportunity EO complaint activity on their public website. This reporting includes processing time, complaints dismissed and withdrawn, number of hearings, required timelines and basis of findings of discrimination. In FY2012, there were 4,532 filed complaints. This information is publically available on a regional and national basis, at <http://about.usps.com/who-we-are/no-fear-act/>

The Postal Service has not identified operations in which the right to exercise freedom of association and collective bargaining were at significant risk in 2012. The Postal Service has an established process for addressing grievances with collective bargaining units. Information on collective bargaining can be found in the 2012 Annual Report and 2012 Form 10K.

The Postal Service has not identified any operations with significant risk for incidents of child labor or forced/compulsory labor in 2012. As a federal agency, operations and contracting are subject to federal law on labor.

## Society

As a self-funded federal agency, Postal Service policies and management approaches for the GRI society indicators align with a multitude of U.S. Code requirements and federal regulations. The Postal Services does not consider GRI Society indicators as material to this report, except for indicators on community, corruption, and public policy. The 2012 ASR *People & Community* section reviews community involvement programs, including use of our transportation network for humanitarian purposes.

## Corruption

The USPS Office of Inspector General (OIG) plays a key role in maintaining the integrity and accountability of America’s Postal Service. The USPS OIG, with 1100 auditors and investigators, is an independent agency within the Postal Service reporting to the Board of Governors and U.S. Congress. The USPS OIG conducts audits into operations with strategic, financial or operational risk as well as investigations into financial crimes, fraud, and official misconduct. Documents prepared by the USPS OIG are publically available at, [https://www.uspsoig.gov/doc\\_library.cfm](https://www.uspsoig.gov/doc_library.cfm). The USPS OIG has broad investigative and auditing authority within the Postal Service, including but not limited to corruption investigation. Its responsibilities include analyzing units for risks related to corruption but it does not report specifically in regards to this area, its mission is much broader and more organizationally inclusive.

“Covered” employees have an annual ethics training requirement, which includes anti-corruption policies and procedures. These employees are identified as conducting activities where their action could have direct and substantial economic effect on interests of a nonfederal entity. Those employees not "covered" under ethics training requirements are identified by specific job requirements as having a remote possibility of a real or

### GRI Indicators *Human Rights*

#### Disclosure of Management Approach – Human Rights

- HR4 – Incidents of discrimination
- HR5 – Risk to the right to exercise collective bargaining
- HR6/7 – Risk for incidents of child labor or forced labor

### GRI Indicators *Society*

#### Disclosure of Management Approach – Society

- LT15 – Humanitarian services with transportation network
- SO2 – Units analyzed for corruption
- SO3 – Training about corruption
- SO5 – Public policy development
- SO6 – Contributions to politics

apparent conflict of interest. The Postal Service has dedicated ethics help services to advise employees. Refer to page 62 of the 2012 Form 10K.

## Public policy

The Postal Service must comply with the Anti-Lobbying Act (18 USC 1913). This Act stipulates several prohibitions including the direct or indirect use of postal funds to influence Members of Congress or government officials. The act does not prohibit the Postal Service from communicating with Congress through proper official channels, on normal, legitimate informational activities on postal policy issues. Postal Service engagement with the US Congress is provided in 2012 Form 10K (pg. 4, 54-56). In 2012, this included retirement funding, delivery frequency, governance and pricing.

The Postal Service does not provide financial or in-kind contributions to political parties or politicians. The Hatch Act, among other requirements, prohibits federal employees including Postal Service employees from engaging in political activities while on duty (5 CFR 151).

## Product responsibility

The Postal Service product responsibility disclosures include mail inspection and identification of crimes committed using the mail. Product and service labeling are not materially applicable with the everyday operations of the Postal Service. Applicable GRI product responsibility indicators include customer satisfaction surveys, which USPS conducts quarterly, and customer privacy with online services and protection from fraud.

## Customer experience and privacy

The Postal Service mission is to provide universal mail service, and it has extensive policies to ensure public access. The Postal Service tracks service performance and publically reports on-time delivery quarterly at <http://about.usps.com/what-we-are-doing/service-performance/welcome.htm>

The Postal Service, Customer Experience Measurement (CEM) survey, identifies gaps in service and expectation. In the fourth quarter, FY2012, 88% of residential customers and 84% of small businesses reported they were very or mostly satisfied with the Postal Service.

The Postal Inspection Services pursues complaints and allegations of mail fraud and other crimes using the U.S. mail or theft of postal property, which includes customer privacy. The Postal Inspection Service's annual reporting identifies the number of arrests for mail theft, mailing of controlled substances and mail fraud occurred during the fiscal year. These reports are available at, <https://postalinspectors.uspis.gov/pressroom/pubs.aspx>.

The Postal Service currently has no mechanism to report statistics on the total number of privacy complaint in alignment with GRI specific indicator requirements.

## Recognitions

Postal Service recognition awards in 2012 included:

- U.S. Environmental Protection Agency (EPA) "Wastewise" Federal Government Partner of the Year. This is the third consecutive year the Postal Service has received USEPA Wastewise recognition.

**GRI Indicators**  
*Product Responsibility*

**Disclosure of Management Approach – Product Responsibility**

LT14 – Public access to mail services

PR5 – Customer satisfaction

PR8 – Privacy complaints and breaches

- American Marketing Association’s Effie Award for effective advertising.
- America’s top 10 government organization for Multicultural Business Opportunities by DiversityBusiness.com. This is the 12<sup>th</sup> consecutive year the Postal Service was selected for this recognition.
- Promotion Marketing Association’s REGGIE award.
- Express Mail Service (EMS) Customer Care Award and EMS Performance Award by the EMS Cooperative Network and Universal Postal Union for excellence in call center service and delivery performance.
- Most Trusted Government Agency by the Ponemon Institute.
- Ranked best postal service in the world’s top 20 largest economies for access to services, resource efficiency and public trust by Oxford Strategic Consulting.

Learn more about Postal Service awards at (<http://about.usps.com/news/national-releases/>)

## Memberships & stakeholders

The Postal Service is a member of the International Postal Corporation (global mailing industry consortium); a founding member of The Climate Registry; and is the designated postal operator within the United States as a member country in the Universal Postal Union.

The Postal Service continually engages and communicates with internal and external stakeholders on multiple fronts related to our business and sustainability, including sustainability’s economic, environmental and social aspects. The 2012 ASR discusses Postal Service stakeholders most material to sustainability.

The Postal Service engages in large numbers of stakeholder groups including, but not limited to, the U.S. Congress, the National Minority Supplier Development Council (NMSDC), Mailer’s Technical Advisory Committee (MTAC), the Postal Supplier Council, Women’s Business Enterprise National Council (WBENC), unions and employee associations. The Postal Service also supports stakeholders through Postal Customer Councils, which facilitate customer awareness, networking, and education about postal products and services, <http://www.usps.com/nationalpcc/>. Given the Postal Service local presence and outreach in every community in the nation, developing a comprehensive list of the all organizations engaged is not feasible.

The Postal Services does not identify a single process for determine which stakeholders to engage across the organization and functions. The basis of engagement varies from customer engagement on changes in service to engaging federal peers. For supply and procurement services, the Postal Service uses a comprehensive stakeholder mapping, identification, and engagement process for both internal and external stakeholders, described in the Supply Principles and Practices guide (Section 1-1 and 1-3) <http://about.usps.com/manuals/spp/spp.pdf> .

Frequency, type and format of engagement vary by stakeholder group, issue, time sensitivity and local, regional or national scope. Examples include supply chain engagement on diversity, customer and community town halls, federal and state congressional hearings and extensive outreach across business and consumer groups. Stakeholder engagement is ongoing and information on the frequency of stakeholder engagement or on specific concerns raised through engagement is not currently tracked.

<b>GRI Indicators</b>	
<b>Recognitions and Stakeholders</b>	
2.10 - Awards	
4.13 – Association memberships	
4.14 – Stakeholders	
4.15 – Basis of stakeholder engagement	
4.16 – Approaches to stakeholder engagement	
4.17 – Key topics and stakeholder concerns	

# GRI Content Index Reference

GRI Nr	Description	Reporting Status	Section
<b>1. Strategy and Analysis</b>			
1.1	Statement from the most senior decision-maker of the organization.	Fully	<a href="#">Sustainability and Strategy</a> <i>ASR – Statement from the PMG and CSO</i>
1.2	Description of key impacts, risks, and opportunities.	Fully	
<b>2. Organizational Profile</b>			
2.1	Name of the organization.	Fully	<a href="#">Introduction</a>
2.2	Primary brands, products, and/or services.	Fully	<a href="#">Operations</a>
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	<a href="#">Organization</a>
2.4	Location of organization's headquarters.	Fully	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	
2.6	Nature of ownership and legal form.	Fully	<a href="#">Operations</a>
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	
2.8	Scale of the reporting organization.	Fully	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	<a href="#">Sustainability Reporting</a>
2.10	Awards received in the reporting period.	Fully	<a href="#">Recognitions</a>
<b>3. Report Parameters</b>			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	<a href="#">Sustainability Reporting</a>
3.2	Date of most recent previous report (if any).	Fully	
3.3	Reporting cycle (annual, biennial, etc.)	Fully	
3.4	Contact point for questions regarding the report or its contents.	Fully	<a href="#">Introduction</a>
3.5	Process for defining report content.	Fully	<a href="#">Sustainability Reporting</a>
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	<a href="#">Introduction</a>
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	<a href="#">Sustainability Reporting</a>
<b>4. Governance, Commitments, and Engagement</b>			
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	<a href="#">Governance</a> Note: USPS considers its customers and suppliers as "shareholders"
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	

GRI Nr	Description	Reporting Status	Section
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Fully	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	<a href="#">Code of Ethics</a>
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Fully	<a href="#">Governance</a>
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	<a href="#">Code of Ethics</a> <a href="#">Economic</a> <a href="#">Environmental</a> <a href="#">Social</a>
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	<a href="#">Governance</a>
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	<a href="#">Environmental</a>
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	
4.14	List of stakeholder groups engaged by the organization.	Fully	<a href="#">Memberships &amp; stakeholders</a>
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Partially	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Not Reported	
<b>STANDARD DISCLOSURES PART III: Performance Indicators</b>			
<b>Economic</b>			
	<b>Disclosure on Management Approach</b>	Fully	<a href="#">Economic</a>
<b>Economic performance</b>			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	<a href="#">Financial sustainability</a>
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Partially	<a href="#">Climate change and greenhouse gas emissions</a>
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	<a href="#">Financial sustainability</a>
EC4	Significant financial assistance received from government.	Fully	
<b>Indirect economic impacts</b>			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	<a href="#">Community impacts and changes</a>
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	

GRI Nr	Description	Reporting Status	Section
<b>Environmental</b>			
	<b>Disclosure on Management Approach EN</b>	Fully	<a href="#">Environmental</a>
<b>Materials</b>			
EN2	Percentage of materials used that are recycled input materials.	Partially	<a href="#">Waste and water</a> ASR – Sustainable acquisition and purchasing
<b>Energy</b>			
EN3	Direct energy consumption by primary energy source.	Fully	<a href="#">Energy &amp; transportation</a> ASR – Fleet and transportation management, Facility energy
EN4	Indirect energy consumption by primary source.	Partially	
EN5	Energy saved due to conservation and efficiency improvements.	Partially	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Partially	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Partially	
<b>Water</b>			
EN8	Total water withdrawal by source.	Partially	<a href="#">Waste and water</a>
<b>Emissions, effluents and waste</b>			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	<a href="#">Climate change and greenhouse gas emissions</a> ASR – Carbon footprint: GHG emissions
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Partially	
EN22	Total weight of waste by type and disposal method.	Fully	<a href="#">Waste and water</a> ASR – Waste reduction and recycling Note: Only includes non-hazardous waste
<b>Products and services</b>			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Partially	<a href="#">Waste and water</a> ASR – Sustainable acquisition and purchasing, Services and products
<b>Transport</b>			
EN29	Significant environmental impacts of transporting products and other goods & materials used for the organization's operations, and transporting members of the workforce.	Partially	<a href="#">Energy &amp; transportation</a> ASR – Fleet and transportation management
<b>Social: Labor Practices and Decent Work</b>			
	<b>Disclosure on Management Approach LA, HR, SO, PR</b>	Fully	<a href="#">Labor</a> <a href="#">Human rights</a> <a href="#">Society</a> <a href="#">Product Responsibility</a>
<b>Employment and labor/management relations</b>			
LA1	Total workforce by employment type, employment contract, and region.	Fully	<a href="#">Labor</a>
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	
<b>Occupational health and safety</b>			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor occupational health & safety programs.	Partially	<a href="#">Employee safety</a>
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Partially	
LA8	Education, training, counseling, prevention, & risk-control programs in place to assist workforce members, their families, or community members on serious diseases.	Fully	
LA9	Health and safety topics covered in formal agreements with trade unions.	Partially	

GRI Nr	Description	Reporting Status	Section
<b>Training and education</b>			
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	<a href="#">Training and benefits</a>
LA12	Percentage of employees receiving regular performance and career development reviews.	Fully	<a href="#">Performance reviews</a>
<b>Diversity and equal opportunity</b>			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Partially	<a href="#">Labor</a>
<b>Social: Human Rights</b>			
<b>Non-discrimination, collective bargaining</b>			
HR4	Total number of incidents of discrimination and actions taken.	Fully	<a href="#">Human rights</a>
HR5	Operations identified in which the right to exercise freedom of association & collective bargaining may be at significant risk, & actions taken to support these rights.	Fully	
<b>Child labor, forced and compulsory labor</b>			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Fully	<a href="#">Human rights</a>
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor.	Fully	
<b>Social: Society</b>			
<b>Community</b>			
SO1	Nature, scope, & effectiveness of any programs & practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Partially	<a href="#">Community impacts and changes</a>
<b>Corruption</b>			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Partially	<a href="#">Corruption</a>
SO3	Percentage of employees trained in organization's anti-corruption policies & procedures.	Partially	
<b>Public policy</b>			
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	<a href="#">Public policy</a>
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	
<b>Social: Product Responsibility</b>			
<b>Customer satisfaction, privacy</b>			
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	<a href="#">Customer experience and privacy</a>
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Partially	
<b>Logistics and Transportation Sector Supplement</b>			
LT2	Breakdown of fleet composition.	Fully	<a href="#">Energy &amp; transportation</a> ASR: Fleet and Transportation Management
LT3	Description of policies and programs on the management of environmental impacts, including: initiatives on sustainable transportation (e.g., hybrid vehicles); modal shift; and route planning.	Fully	
LT4	Description of initiatives to use renewable energy sources and to increase energy efficiency.	Fully	
LT14	Description of policies and programs for public access to mail services (e.g., distance to postal office and mail boxes).	Fully	<a href="#">Customer experience and privacy</a>
LT15	Provision of logistics and transportation core competences to deliver humanitarian needs locally and globally measured in terms of: e.g., tons carrying capacity; person months; expenditure, value (fair market terms), and in kind contributions in disaster preparedness and response.	Partially	<a href="#">Society</a> ASR: People & community