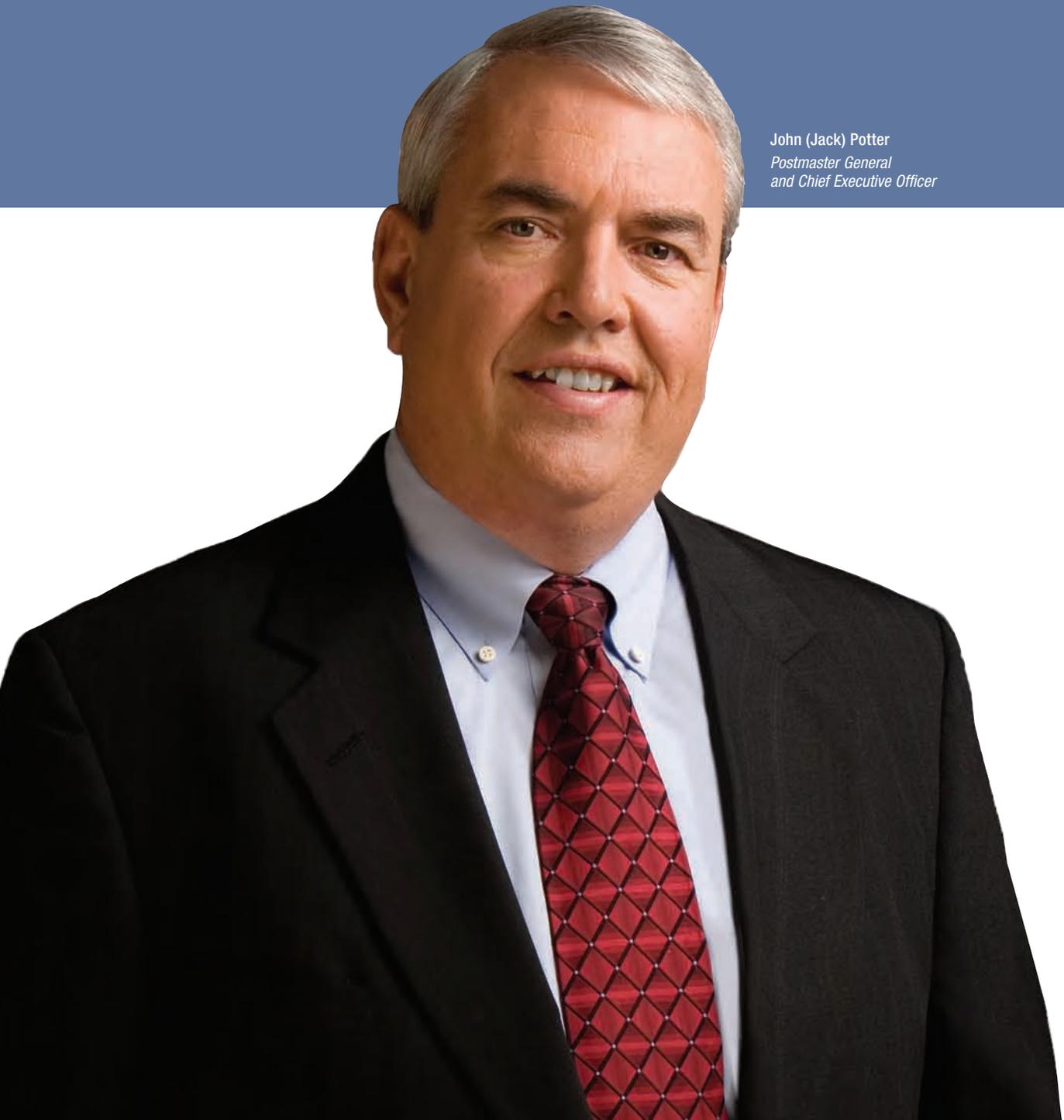


# Sustainability

## 2009 Report

Reduce  
Reuse  
Recycle





John (Jack) Potter  
*Postmaster General  
and Chief Executive Officer*

# From the Postmaster General

## **Creating a better, more sustainable environment**

When the folks at the Postal Service set their minds to do something, they get it done. That's our tradition. That's what is behind our record delivery service performance, unmatched levels of customer satisfaction and a stellar reputation for trust.

And our people have brought that same focus, that same commitment to achievement, to our environmental efforts. Quite simply, we want to be the best — best neighbor, best business partner and the best place to work when it comes to sustainable business practices.

We have a big job, delivering the mail to more than 150 million addresses in every community in America. As part of that job, we want to contribute to creating and maintaining a better, more sustainable environment in every one of those communities.

We've set some demanding goals to help us get there and to measure our progress along the way. And our people are doing a tremendous job.

We said we'd reduce the amount of energy we use in our facilities a full 30 percent by 2015 — and use energy more efficiently, too. We're well on our way to meeting that goal, with a reduction of 4 percent in 2009. That's on top of a 17 percent reduction since 2003.

And we've taken it to the streets, too. Last year we reduced our dependence on petroleum-based fuels for our vehicles by 2 percent. We're going to cut that by another 4.5 percent in 2010 as we close in on our goal of eliminating 20 percent of our petroleum use by 2015.

As the first government agency to publicly report its greenhouse gas emissions with our groundbreaking report issued in 2009, we've established an invaluable baseline to guide us as we work to scale back these emissions by 20 percent over the next 11 years. This is a goal we share with many of our largest partners in the world postal community.

Despite the effects of an economy that's challenged our resources like never before, the Postal Service — and

the mail — remains at the heart of our country's national communications and financial systems. To serve those crucial systems, even with a substantial decline in mail volume, we maintain the largest network of buildings and vehicles in America. We're going to do everything we can to serve America — efficiently, effectively and sustainably.

As I said, when our people set out to do something, they get it done. And creating a better, more sustainable environment in the cities and towns across America that we serve is no exception.



John E. Potter  
Postmaster General  
and Chief Executive Officer

# Key Indicators

	UNITS	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	% CHANGE FY 08-09
<b>OUR BUSINESS</b>							
<b>Revenues</b>	\$Million	\$69,907	\$72,650	\$74,778	\$74,932	\$68,091	-9%
<b>Net profit</b>	\$Million	\$1,445	\$900	\$(5,327)	\$(2,806)	\$(3,740)	-33%
<b>Mail volume</b>	Million pieces	211,742	213,138	212,234	202,703	177,058	-13%
<b>Mail weight</b>	Million pounds	25,842	25,932	25,643	24,237	20,802	-14%
<b>Delivery points</b>	Millions	144.33	146.17	147.99	149.19	150.12	1%
<b>Total miles traveled</b>	Million miles	no data	no data	no data	6,953*	6,422	-8%
Postal-owned vehicle miles traveled	Million miles	1,206	1,237	1,235	1,269*	1,249	-2%
Non-vehicle route miles traveled	Million miles	no data	no data	no data	15	18	20%
Contract vehicle miles traveled	Million miles	no data	no data	no data	5,669*	5,155	-9%
<b>Facilities (total owned, leased, other)<sup>1</sup></b>	Count	34,588	34,412	34,318	34,175	33,264	-3%
<b>OUR ENVIRONMENT</b>							
<b>Total energy use</b>	Million GJ	135.95	134.23	131.03	123.47	112.80	-9%
Per mailpiece	GJ/million pieces	642	630	617	609	637	5%
Per mail weight	GJ/million pounds	5,261	5,176	5,110	5,094	5,422	6%
Per revenues	GJ/\$million	1,945	1,848	1,752	1,648	1,657	1%
<b>Facility energy use<sup>2</sup></b>	Billion Btu (BBtu)	37,298	36,372	30,072	30,732	25,659	-17%
Per square foot	BBtu/MSF	117.4	113.2	92.9	94.4	90.5	-4%
Per mailpiece	BBtu/million pieces	0.18	0.17	0.14	0.15	0.15	-1%
<b>Owned vehicle energy use</b>	Million GGE	141.61	143.11	145.56	148.28	146.15	-1%
From petroleum-based fuels	Million GGE	140.67	142.35	144.77	146.77	144.25	-2%
From alternative fuels <sup>3</sup>	Million GGE	0.94	0.76	0.80	1.51	1.91	26%
Miles per gallons gasoline equivalent	GGE/mile	8.51	8.64	8.48	8.56	8.55	-0.15%
<b>Contract transportation energy use</b>	Million GGE	631.22	623.73	648.87	580.13	539.68	-7%
<b>GHG emissions from scope 1 sources<sup>4 5</sup></b>	Million metric tons CO <sub>2</sub> eq	no data	no data	1.77	1.83	no data	no data
<b>GHG emissions from scope 2 sources<sup>4 5</sup></b>	Million metric tons CO <sub>2</sub> eq	no data	no data	3.55	3.41	no data	no data
<b>GHG emissions from contract transportation (scope 3)<sup>4 6</sup></b>	Million metric tons CO <sub>2</sub> eq	no data	no data	5.78	5.18	no data	no data
<b>Municipal solid waste generated</b>	Metric tons	no data	no data	no data	455,000	423,988	-7%
<b>Municipal solid waste recycled</b>	Metric tons	no data	no data	no data	232,000	214,682	-7%
<b>Electronics reused/recycled</b>	Metric tons	755	778	1,041	1,348	2,330	73%
<b>Post Offices with lobby recycling for customers</b>	Count	3,250	3,344	3,626	3,984	5,579	40%
<b>USPS products Cradle to Cradle certified</b>	Millions	na	na	758.44	892.74	799.49	-10%
<b>Percentage of transactions online</b>	%	30.0%	33.4%	37.9%	44.1%	49.8%	13%
<b>OUR PEOPLE</b>							
<b>Career employees</b>	Count	704,716	696,138	684,762	663,238	623,128	-6%
<b>Non-career employment (full-time equivalents)</b>	Full-time equivalents	98,284	100,061	101,167	101,850	88,954	-13%
<b>OSHA illness and injury rate</b>	Per 100 employees	5.74	5.60	5.51	5.47*	5.33	-3%
<b>Formal EEO complaints</b>	Per 100 employees	no data	no data	0.8	0.8	0.76	-5%
<b>Results of Voice of Employee survey</b>	% approving	63.7%	63.4%	63.5%	63.7%	64.0%	0.5%
<b>OUR COMMUNITY</b>							
<b>Results of customer satisfaction surveys</b>	% approval rate	93%	92%	92%	92%	93%	1%
<b>Funds raised by semi-postal stamps</b>	\$Million	\$7.7	\$5.2	\$5.0	\$7.0	\$3.8	-46%
<b>Funds raised in the Combined Federal Campaign</b>	\$Million	\$38.7	\$39.0	\$40.2	\$37.2	\$32.3	-13%

## Notes:

na: not applicable.

\* Number restated from FY 2008 report due to additional information or updated estimation methodology.

<sup>1</sup> USPS facilities range in size from 83 square feet to 46.5 acres under one roof, and support retail, delivery, mail processing, maintenance, administrative and support activities.

<sup>2</sup> Facility energy consumption estimates include both Goal-Subject and Goal-Excluded facilities (per EAct 2005 and EO 13423) and both designated Covered Facilities (per EISA 2007) as well as non-designated. Between FY 2008 and FY 2009, significant improvements were made in actual data collected and corresponding energy use estimate. Therefore, FY 2009 is not comparable to FY 2008 and prior periods.

<sup>3</sup> Alternative fuels include biodiesel, CNG, E-85, electricity and propane.

<sup>4</sup> USPS CY 2008 reported emissions were calculated according to the Climate Registry General Reporting Protocol. CY 2007 were calculated according to CCAR.

<sup>5</sup> USPS CY 2008 Scope 1 and 2 GHG emissions are third-party verified.

<sup>6</sup> USPS CY 2008 Scope 3 GHG emissions represent our estimate from contract transport and are not third-party verified.

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*"It's our goal to make sure every letter and package mailed is a greener experience for the people who use our services."*

## From the Sustainability Vice President



Sam Pulcrano  
Vice President  
Sustainability

### **Solidly green for our customers**

We're working greener every day, and it shows. Our total energy use is down, our recycling efforts have increased, more of our employees are taking simple conservation steps at work — and we now have our first green roof, in New York City. It's the Big Apple's largest green roof.

But more important than what we're doing for our own organization is how our sustainability efforts are benefitting our families, friends and neighbors in the communities where we live and work. When we reduce the number of vehicles we drive to deliver mail, we help lower greenhouse gas emissions in those neighborhoods, and that's good for everyone.

And we make it easy for our customers to ship and mail greener. Consider a package mailed by a typical postal customer.

It begins with a box, in this case one of our Priority Mail Flat Rate Boxes. The customer likes the fact that he or she can ship that item quickly for one low price anywhere in the country, but may

not know about the green benefits of our packaging.

Our flat-rate box is certified environment friendly — it's made of materials that are safe for the planet and the manufacturing process is resource efficient. By ordering boxes online at [usps.com](http://usps.com), the customer doesn't even need to make a trip to the Post Office, and that saves gas and helps reduce carbon emissions.

After printing shipping labels with postage online, the customer can request Carrier Pickup, saving another car trip. And the carrier who picks up the package could be driving a delivery vehicle that is capable of running on an alternative fuel — not gasoline.

The box will move through the postal processing system where ongoing programs are helping to increase the energy efficiency of equipment and sorting programs, and it likely will take a ride on recycled mail transport equipment. Our automation equipment also is now more efficient, so we need less of it.

At its destination, the package may be delivered by a carrier walking part

of the route, the ultimate in green delivery. And the flat-rate box's final destination after the customer is through with it? Since it's 100 percent recyclable, we hope our customer puts it in a recycling bin or reuses it.

Our history of environmental efforts goes back more than 100 years. We were testing electric vehicles back in 1899 when horses were still the preferred transportation. And we were recycling before they had a universal symbol for it.

Looking ahead, we'll continue to build on our long history of environmental leadership and innovation. It's our goal to make sure every letter and package mailed is a greener experience for the people who use our services. We're committed to doing what's right for our customers today and making sustainable decisions that will benefit those who follow us.

A handwritten signature in dark ink, appearing to read "Sam Pulcrano".

Samuel M. Pulcrano  
Vice President, Sustainability

*This 2009 sustainability report focuses on our accomplishments across the entire organization, and illustrates our continuing efforts to integrate sustainability principles into our daily business practices.*

# Introduction

This report covers the United States Postal Service's sustainability performance for fiscal year 2009. It focuses on our accomplishments across the entire organization, and illustrates our continuing efforts to integrate sustainability principles into our daily business practices. We recognize that both opportunities and challenges are ahead as we strive for even higher performance levels.

This report is available online along with our other public reports, including the Postal Service's corporate annual report and the Comprehensive Statement on Postal Operations. To read these reports for 2009 and previous years, please visit [www.usps.com](http://www.usps.com).

This report conforms to the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines, version 3.0 (commonly called G3). The GRI G3 framework is the most widely adopted standard for publicly disclosing sustainability performance for private and public organizations.

For more information about GRI, visit [www.globalreporting.org](http://www.globalreporting.org). Based on GRI criteria to assess conformance with the reporting guidelines, we believe the report (supported by additional materials cited in the GRI content index) achieves a B application level. We provide a GRI content index in the online version of this report at [www.usps.com/green](http://www.usps.com/green) that identifies each included disclosure and performance indicator.



We have not undertaken a third-party review of our report but are planning external assurance of future reports. Certain elements in this report — for example, greenhouse gas emissions — have been verified by third parties.

In this report we provide some estimations of our sustainability performance, such as the vehicle energy we use, the amount of waste we produce and the amount of material we recycle. Where possible,

we have used direct measurement to generate the performance indicator.

When direct measurement is not available, estimation methodologies have been created that use tangential sources such as financial data. Some methodologies and systems used to gather and analyze this data have changed since 2008, and in most cases represents a more accurate accounting of our operations.

Where possible, we have restated numbers presented in the 2008 report with the updated calculation. Where a new calculation could not be performed, we have noted the difference.



## Sustainability in Operations

# Processing the Mail



**Jordan Small**  
*Vice President*  
*Network Operations*

In 2009, the Postal Service collected, sorted and delivered more than 177 billion pieces of mail. Finding more sustainable ways to process the mail helped us lower our energy costs, reduce petroleum-based fuel use and prevent significant amounts of recyclable material from ending up in landfills.

One way we increased sustainability in our processes was by improving the operational efficiency of our equipment and mail sorting programs — allowing us to process more mail with fewer machines.

Matching workload to mail volume gave us an opportunity to condense operations in several of our mail processing facilities, turning a 24-hour operation into a more

efficient 18–20 hour operation. The efficiency increases also enabled us to consolidate a number of our remote encoding and mail processing facilities.

We also evaluated the equipment we use to transport mail, increasing our use of equipment — like mail tubs — returned from our customers instead of purchasing more.

### **Mail transport equipment**

In FY 2009, the 23 mail transport equipment (MTE) service centers recycled plastic, cardboard and metal resulting in \$208,574 in revenue and avoiding disposal costs. We also recycled unusable wood pallets, an effort that generated an additional \$1.1 million.

Another initiative this year was recycling more than 100,000 condemned chipboard pallets. These pallets previously were sent to landfills and USPS was charged for their disposal. Now they are recycled — as biofuel to create energy, as raw materials to make new pallets and in new composite, long-life building products.

Other new items recycled in the MTE network during FY 2009 include plastic mail tubs, strapping and shrink-wrap. Total MTE recycling revenue for FY 2009 was \$2.4 million.

USPS Supply Management reduced its purchase of cardboard boxes in FY 2009 by nearly \$7 million, partly by using reclaimed boxes from MTE service centers rather than buying new ones.

### **Equipment reduction**

USPS removed a variety of machines from facilities across the country, lowering the amount of energy required to sort mail.

In FY 2009, USPS removed 855 barcode sorters, 91 flat sorters, 40 small parcel bundle sorters, 96 canceling machines and 130 power industrial vehicles, including tow motors and forklifts. These reductions were achieved without impacting service commitments.

Making existing equipment more efficient has also supported our sustainability efforts. And we're using

#### **What's New?**

- Added new materials to be recycled, including plastic tubs, strapping and shrink-wrap.
- Now recycling out-of-service chipboard pallets into biofuel, new pallets and building materials.



**\$2.4  
million**

revenue from recycling  
mail transport equipment

**1,087**

**fewer machines**  
mail processing machines  
removed with no impact to  
service

**\$314  
million**

reduction in highway  
contract route fuel costs

two new software programs that sort and track the mail to help us reduce energy.

The new sorting application creates programs based primarily on mail density. In two pilot locations, it is sorting mail more efficiently. That means fewer trays are going through our network, resulting in fewer trucks on the road and fewer trays on airplanes.

The tracking program has better diagnostic features that improve the accuracy of mail sorting — resulting in fewer pieces that are missorted. The fewer errors we make, the less time and energy we spend correcting them.

### **Improved processing efficiencies**

USPS in FY 2009 began reducing the time spent processing mail at a number of facilities. By creating smaller operating windows, we make sure we use equipment and energy as efficiently as possible.

Improved address recognition software has allowed us to reduce the number of remote encoding centers — facilities that process digital images

of addresses that can't be read by automated sorting equipment.

USPS also is moving to Area Mail Processing — sending mail to geographically centralized locations for processing — to help us reduce the square footage and number of buildings we need. Smaller buildings can be operated at lower costs, using less energy, while handling the same mail volume.

### **Surface transportation**

The Postal Service saw a significant reduction in the number of miles its employees drove and the amount of petroleum-based fuels used to

transport the mail in FY 2009.

By consolidating a number of our transportation routes, our Highway Contract Route (HCR) service drove 16.5 million fewer miles. That played a part in reducing HCR extra runs beyond what is scheduled. They declined 31 percent, and USPS avoided more than \$23 million in additional costs.

Fewer trips and lower fuel prices helped us lower HCR fuel expenses by \$314 million, while postal vehicles consumed 1.5 million fewer gallons of fuel, for an annual savings of \$5.4 million.





# Sustainability in Operations Serving Customers



Dean Granholm  
Vice President  
Delivery and Post Office Operations

## Delivery operations route management

USPS also is lowering its greenhouse gases by reducing the number of routes and vehicles required to deliver mail.

In 2009, the Postal Service and the National Association of Letter Carriers created a joint program that focuses on data reviews to quickly locate volume fluctuations. This effort uses existing data rather than requiring additional vehicle trips to collect data.

During the first year of this program, 11,080 city routes were eliminated.

Also, 1,243 rural routes were eliminated in FY 2009, most as the result of a national count. Our third route type — the Highway Contract Route — was reduced by 2,791, for a total national reduction of 15,114 routes.

While the number of routes nationally was reduced by 6.5 percent, the number of delivery points grew by nearly a million new residential and business addresses as our nation continues to grow.

The Postal Service absorbed this growth by increasing the number of deliveries on each route, and providing in-office assistance. This kept more vehicles off streets, further reducing gasoline use and GHG emissions in FY 2009.

### What's New

- Increased Carrier Pickups by 13 percent and expanded the service, saving customers time and money — as well as reducing carbon emissions.
- Increased efficiency through a joint program that reduced delivery routes and fuel use — while delivery points grew by nearly a million new addresses.

## Carrier Pickup

Postal Delivery Operations has helped our customers reduce their carbon footprint by providing expanded Carrier Pickup service — going to customers' doors during our normal delivery day to pick up their outgoing packages.





174,796  
**collection  
boxes**

providing service for all  
communities

15,144  
**fewer routes**

better route management reduced  
mileage, fuel use and vehicle  
maintenance

280,000  
**addresses**

added to  
Carrier Pickup  
network



### Three districts recognized for exceptional customer service

The Northern Virginia, Boston and Northern New Jersey districts won Diamond “5-Star Customer Service” awards for providing exceptional service for 16 consecutive quarters.

Within the three districts, 20 Post Offices earned the Diamond distinction. In addition, 378 Post Offices in the same three districts won 5-Star awards at least once during the past four years.

The goal of the 5-Star program was to recognize Post Offices and districts that met or exceeded quarterly CSM targets. USPS added the Diamond awards in FY 2009 to reflect the sustained and exceptional service levels these districts achieved.

This is a no-charge service, available as long as the carrier has the vehicle capacity to handle the extra volume. It can be scheduled online at [usps.com](http://usps.com) as a one-time pickup or on a regular basis.

Carrier pickups increased 13 percent in FY 2009 as we expanded their availability to an additional 280,000 addresses.

By taking advantage of our “every door, every day” presence, customers don’t have to drive their cars and use more gas to get to our Post Offices.

### Collection box management

Our iconic blue collection boxes are visible signs of the Postal Service brand.

These strategically placed boxes, located in high-traffic areas, provide customer convenience and reduce our environmental impact. Our postal vehicles are used more efficiently, and saves customers a trip to the Post Office.

During FY 2009, USPS focused on making sure that collection boxes were in the right locations to serve the most customers.

We have 174,796 collection boxes in communities nationwide.



## Sustainability in Operations

# Greener Facilities



**Tom Samra**  
*Vice President  
Facilities*

### Facilities energy and sustainability program

This program, started in 2006, is designed to help USPS have the greatest energy efficiency and the lowest possible facility-related energy cost and impact on the environment.

The program covers all facility-related energy management activities, such as planning, standardization, implementation and reporting. And it includes all aspects of energy consumption at USPS facilities — from buildings and their contents to how we go about energy management.

Our goal is to make all USPS buildings as energy efficient as is cost effective over the lifetime of the facilities.

#### What's New

- Expanded program to reduce energy consumption and energy intensity.
- Implemented water reduction opportunity identification and design standards.

To achieve this, USPS develops programs and strategies to reduce electricity, natural gas and other utility costs, and to purchase energy-efficient products. We construct, operate and maintain energy-efficient facilities, regularly conduct and follow up on facility audits, and encourage efficient energy use by USPS employees.

And by reducing energy use, our Facilities team has significantly lowered operating costs. Since 2007, USPS has avoided more than \$400 million in energy costs.

Our goal of reducing energy intensity (energy use per square foot) is ambitious, but achievable. Currently we have a 21 percent reduction and are more than two-thirds of the way to achieving our goal of 30 percent by 2015.

Since 2005, facility energy use has decreased by 10.8 trillion Btu. We continue to improve our accuracy in measuring and reporting energy use, minimizing our need to estimate it.

USPS remains committed to providing and improving transparency in data reporting.

### Energy champions

Many of our facilities have made impressive energy conservation improvements. Three of them were recognized as energy champions for reducing their energy use.

The Carol Stream, IL, Manasota, FL, and Charleston, SC, processing and distribution centers (PSDC) reduced electrical energy consumption (kWh) by an average of 30 percent from the same period in FY 2008.

Each facility implemented several energy-saving projects identified during facility auditing.

- Energy-efficient lighting and lighting controls systems.
- Dock door seal replacement.
- Mechanical system controls upgrades.
- Energy-efficient chillers.
- Air compressor with control system.

### Water conservation

The Postal Service has several activities under way to minimize water



10.8  
trillion

Btu reduction  
in facility energy  
use since 2005

109,000  
square-foot

green roof  
at Morgan facility  
is largest in New York City

\$400  
million

in energy costs  
avoided  
since 2007



### How green is your roof?

The Postal Service completed a green roof project in July 2009 at the Morgan Processing and Distribution Center in New York City.

It's the largest green roof in the city, and will last 50 years. It will reduce the amount of polluted storm water runoff by as much as 70 percent in summer and 40 percent in winter. And it's projected to help USPS save \$30,000 annually in heating and cooling costs.

Covering nearly 2.5 acres, this 109,000-square-foot roof in midtown Manhattan also will provide a safe, sustainable outdoor environment for employees.

*Morgan P&DC's green roof in New York City.*

consumption and improve water efficiency in postal buildings.

Overall water use for the Postal Service is quite low even though we occupy thousands of facilities. Most water use is for restrooms, with minimal amounts for irrigation, cooling and maintenance.

We use high-efficiency, low-flow plumbing fixtures that are in line with

EPA's WaterSense guidelines and our own building design standards — a key strategy for conservation. Our standards specify interior and exterior water-efficiency measures for all buildings.

We use native plant species in our landscaping and try to eliminate using drinkable water for exterior irrigation at new construction sites.

Only a few facilities with vehicle wash bays use water as part of their standard operation. Some of our large facilities use energy-efficient cooling towers to help condition the interior air.

Each of these water conservation efforts is part of our focus on peak performance and identifying conservation opportunities.

## Sustainability in Operations

# Engineering for Sustainability



David Williams  
Vice President  
Engineering

### What's New

- Two hydrogen fuel cell delivery vehicles have reached a milestone — more than 1 million pieces of mail delivered.
- Began testing secondary bypass oil filter in large trucks to reduce oil change frequency.

We built our business on technological innovation and adaptation. As the nation is changing, so are we. In the digital era, mail still plays a vital role.

### Intelligent Mail

The launch of our Intelligent Mail services marked a milestone in our use of barcode technology by enabling business customers to track the status of their mail as soon as it enters the mailstream.

That means they can provide better service to their customers. And the Postal Service gets important operational data to allow for mail service measurement to help us improve service.

### Alternate fuels

USPS has a rich tradition of exploring new methods of transportation to deliver the mail. Currently, we're using a number of alternative fuel-capable vehicles on a variety of routes across the country.

Monitoring the maintenance and fuel consumption of many of these vehicles is the responsibility of our Engineering Department.



In Florida, California and Arizona, the Postal Service is testing the T-3 three-wheeled electric vehicle. The T-3 has a range of 40 miles, a maximum speed of 12 mph and can carry up to 450 pounds of mail. It has zero direct emissions and averages just over 2 cents a mile in energy costs.

In New York City, USPS has had 30 electric 2-ton vehicles on the street since 2001. Two 2-ton hybrid electric vehicles recently joined the postal fleet in Long Island, NY.

Washington, DC, and Irvine, CA, are each home to one of the new Chevy Equinox hydrogen fuel cell vehicles. Hydrogen fuel cells have zero direct emissions, other than water vapor.

The Postal Service also has upgraded more than 100 compressed natural gas (CNG) vehicles to operate in Texas. Greenhouse gas emissions are reduced by at least 40 percent in CNG vehicles compared to gasoline vehicles. The cost of CNG fuel in Texas is about \$1 a gallon. The CNG upgrades will pay for themselves in a year through lower fuel costs.



**2¢**  
**cost per mile**  
 to operate T-3  
 three-wheeled electric  
 delivery vehicles

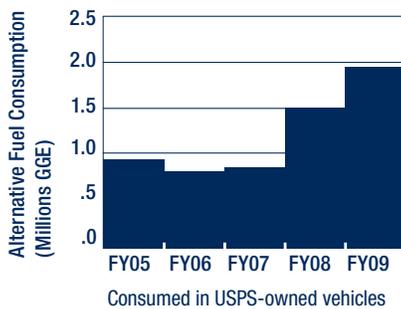
**\$70**  
**million**  
 saved by updating  
 decommissioned machinery  
 to avoid manual distribution

**100**  
**compressed**  
**natural gas**  
 vehicles upgraded  
 to operate in Texas

We're also taking a look at adding more electric delivery vehicles to our fleet. Toward that end, Engineering is working with potential suppliers on prototypes to convert five of our existing long-life vehicles to run on electricity.

Engineering also is testing a secondary bypass oil filter in our large trucks that will reduce the frequency of oil changes — saving us money and lowering our environmental impact.

**Over 100% increase in alternative fuels since FY 2005**



The T3 electric delivery vehicle and cart can carry up to 450 pounds of mail and costs 2 cents a mile to operate.

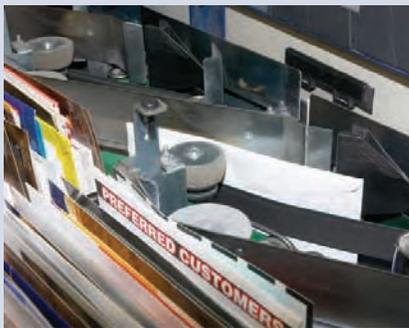


## From the cover

“Reduce, Reuse and Recycle” are the watch words of USPS Sustainability. We’re reducing our use of petroleum-based fuels with alternative fuel vehicles like the hybrid drive delivery vehicle shown here.



We’re reusing decommissioned machinery like our carrier sequence bar code sorter to help keep mail in the automation mailstream. See the article “Back to the future” on this page for an example of one of the ways we’re encouraging customers to recycle.



*We have a big job, delivering the mail to more than 150 million addresses in every community in America. We want to contribute to creating and maintaining a better, more sustainable environment in every one of them.*

— Postmaster General  
Jack Potter

## Using machinery better

We continue to work with our suppliers to design the most cost- and energy-efficient mail processing systems, both for new equipment as well as major retrofits.

We’ve been studying power consumption and exploring technology to reduce fuel used by existing equipment.

We also know that the most effective way to reduce energy costs is to improve how we use our machinery and remove systems that we don’t need from service. And we continually evaluate equipment requirements to make sure that run times match workloads.

To preserve gains in efficiency, maintenance programs are designed to make sure equipment runs at peak performance.

## Flats Sequencing System

We continue to roll out the Flats Sequencing System, which is revolutionizing the way we process flat-size mail, such as magazines and catalogs. The system enables us to sort mail in the order in which it’s delivered to customers.

This new technology is delivering high-impact efficiency, improving mail processing and making sure customers get more value from the mail.



## Back to the future

When the Postal Service needed a way to return rejected mailpieces to the automated mailstream, it had two choices.

It could create new machines from the ground up at a cost of nearly \$400,000 each, or retrofit decommissioned machinery to do the job.

USPS chose the green solution, updating nearly 190 carrier sequence barcode sorters to provide real-time information on mailpieces that had unreadable barcodes so they could be sorted on the fly.

The team responsible for breathing new life into the machines — and

saving USPS millions of dollars — included Technology Development and Application Manager Brent Raney, Engineering Software Management Manager Mike Amato, Electronics Engineer Jerry Pender and Software Engineer Bill Storey.

Pender and Storey’s innovative approach — using existing technology — helped the Postal Service avoid higher costs of manually handling each piece of illegibly barcoded letter mail.

It’s estimated that USPS saved \$70 million thanks to the team’s efforts.

Route Trip Arr/Dep # 20124 8 Or  
46018 14 BLOOMINGTON 2000 H 15  
46023 106 FISHERS 2000 H 15  
46023 10 COLUMBUS 2000 H 14  
46008 03214 INDIANAPOLI 2000 U  
46010 5 LAFAYETTE 0 2000 H .1  
Page 1 of 3  
CUBE-

C-4

*The Flats Sequencing System allows USPS to sort magazines and catalog-sized mail into delivery sequence, much like automation does for letter-sized mail.*



# Sustainable Supply Chain



*Susan Brownell  
Vice President  
Supply Management*

## Green purchasing

Green purchasing is a central component of the Postal Service's Sustainability program.

Since 1996, USPS has required the use of nonhazardous and environmentally preferable products. And we avoid using specific hazardous chemicals in our daily operations.

## A PRIME example

More than 6,000 USPS PRIME printers are busy helping the Postal Service reduce its paper use and costs. Since switching the printers to automatically print on both sides of a piece of paper, USPS has reduced the number of sheets the printers use by nearly 1.8 million each month — that's the same as saving nearly 2,000 trees a year.

PRIME printers are also responsible for USPS reducing the number of color "print images" — a page of information regardless of the scale it's printed at — by nearly 500,000 a month.

In 2008, the Postal Service formed a green purchasing team with cross-functional membership and supplier representation. The team developed our first-ever comprehensive national Green Purchasing Plan 2008–2010.

The plan gives our USPS purchasing and supply employees the business practices and tools they need to help the Postal Service conserve natural resources, reduce waste, protect the environment and provide a safe workplace.

The plan requires evaluating environmentally preferable products as part of our purchasing decisions — along with price, quality and delivery standards.

Examples include products made from recycled content or renewable resources.

USPS also looks for eco-label certified products, such as Green Seal, EcoLogo, Energy Star and EPEAT-registered electronics.

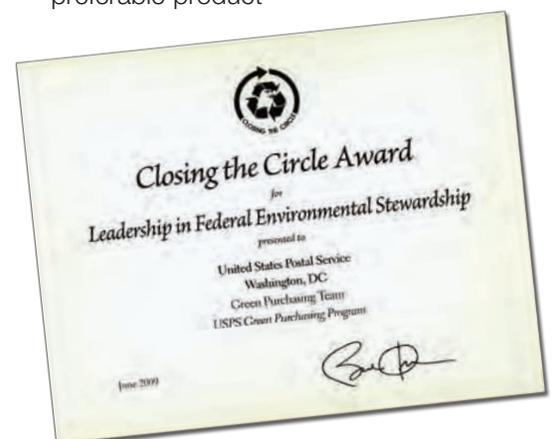
In addition, we look for water-conserving products and products free of targeted hazardous chemicals.

## Closing the Circle award

In April 2009, the Postal Service received a White House Closing the Circle award for its comprehensive green purchasing program, the 40th such award USPS has earned.

The award also recognized USPS for acquiring more than \$268 million worth of environmentally preferable products in FY 2008, including more than 100,700 tons of paper, cardboard, plastic and metal made from recycled content.

To assure we're buying green, USPS collected annual environmentally preferable product





17

**tons of lead**

removed from environment  
by switching to  
lead-free  
wheel weights

2,800

**tons of recycled  
metal**

by purchasing  
rebuilt vehicle parts

5,000

**monitors**

changed from  
CRT to more  
efficient  
TFT

purchasing reports from more than 100 national Postal Service suppliers during FY 2009.

**A smaller footprint**

Supply Management is helping USPS reduce its physical footprint throughout the Postal Service, consolidating 11 transportation contracting field offices into five, plus one satellite branch. Also, two purchasing shared services centers now replace 74 field positions.

The task of getting stamps and envelopes to more than 34,000 Post Offices and retail locations is being streamlined as well.

With its asset management integration initiative, USPS is consolidating 80 field stamp distribution offices and accountable paper depositories into six stamp distribution centers. And we've realigned two existing stamp service centers.

These changes and others are delivering millions in annual savings and allowing us to further leverage our supply chains and make them greener.

We also continue to receive recognition for tapping into a diverse group of suppliers who assist us in our sustainability efforts.

In FY 2009, the Postal Service exceeded its participation targets for small, minority-owned and women-owned businesses in contracting.

As a result of its efforts, *DiversityBusiness.com* recognized USPS as America's top government agency for multicultural business opportunities for the fifth consecutive year.

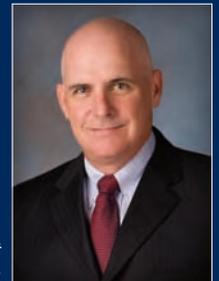


**Using information technology procurement to drive sustainability**

- At our Eagan, MN, data center, the second generation of the USPS Advanced Computing Environment replaced more than 3,000 servers with 650 blade-style servers through virtualization — a software enhancement that turns a single server into multiple servers. The new servers' water-cooled cabinets also reduce air-conditioning requirements.
- USPS remote encoding centers in Salt Lake City, UT, and Wichita, KS, now have more than 5,000 new 20-inch thin-film transistor monitors that replace less-energy-efficient CRT monitors. The change has reduced the two sites' energy use for both power and cooling.
- By using enterprise storage architecture technology, the two major data centers in Eagan and San Mateo consolidated systems, resulting in a reduction from 120 platforms to less than 30 shared storage arrays. The change reduced costs by \$1.7 million, which included \$366,000 in savings from lower energy use and lower end-of-life disposal costs.



# Green Products and Services



**Tim Healy**  
Vice President  
Retail Products and Services

## What's New

- Paper-based transactions reduced by using online PO Box renewals and insurance claims.
- Worked with outside partners to develop sustainable packaging guidelines.

The Postal Service continues to improve the sustainability of our products and services by certifying the products we sell, evaluating ways to reduce packaging and waste, and working with our suppliers and peers to develop and implement industry guidelines.

## Cradle-to-Cradle certified no-price menuboard

Prices have been removed from menuboard in more than 34,000 Post Offices. Because we no longer need to replace or discard the menuboard when prices change, this minimizes waste and helps save natural resources. We've also earned Cradle-to-Cradle certification by producing the menuboard from environmentally friendly materials.

## Sustainable greeting card displays

The Postal Service's greeting card program uses corrugated displays that are reused for in-store seasonal and promotional products. These card

displays in Post Offices are produced for long life and are often reused from season to season to reduce replacement and disposal costs.

## Retail products

We're working with suppliers to reduce waste and pollutants by using recyclable materials like our passport wallet packaging. This packaging is made entirely from recycled material. Also, our PhotoStamp package uses 60 percent recycled material.

In FY 2009, we produced and shipped more than 43,000 PhotoStamp kits and 16,000 passport wallets.

## ReadyPost supplies

About 52 percent of our entire





**50%**  
**less paper**  
generated from  
point of sale receipts  
and reporting

**more than**  
**50%**  
of our ReadyPost products  
are Cradle-to-Cradle  
certified.

**248%**  
**increase**  
in online  
PO Box renewals



ReadyPost line of shipping and mailing products has been certified Cradle to Cradle as of October 2009. Certified products include corrugated boxes, utility and padded mailers, photo document mailers and large envelopes. The next product to be certified will be ReadyPost labels.

The ReadyPost program uses durable corrugated displays that are reused for ReadyPost promotions. These displays also are moved to smaller Post Offices for product displays. This reuse of the displays helps to reduce production and disposal costs.

### Licensing

USPS is a member of the Society of Product Licensors Committed to Excellence and is working with the group to develop sustainable packaging guidelines. In the interim, individual Postal Service licensees have taken the lead in reducing the amount of materials used in their packaging.

For example, Schylling Associates, a toy licensee, has replaced plastic blistercards with cardboard sleeves to reduce packaging and use materials that can be recycled.

And LePage's, which provides USPS mailing products sold at Office Depot and other stores, won a point-of-purchase gold award from the Packaging Association of Canada for its holiday display of Postal Service-branded mailing and shipping products. The display was made of 100 percent recycled material and printed with water-based inks. All ink/pigment was recovered during production to ensure that none entered the water supply.

The display's three fully loaded, stackable components eliminated the need to ship additional products to

replenish the display. Once the holiday season was over, stores recycled it.

### Recycling self-service vending equipment

To reduce the volume of solid waste generated from removing self-service vending machines from postal and non-postal locations, USPS has an initiative to recycle vending machines, eliminating the need to put them in landfills.

A second initiative under way will eliminate waste created by the destruction of stamps taken from these recycled vending machines. Approximately 6 million of these stamps will be sold at Post Office retail counters.

### Point-of-service equipment

Software enhancements are reducing the amount of paper and toner used to create the point-of-service reports printed at the end of the business day.

Back-office reports have been either eliminated or reduced, or are being printed on demand, reducing the volume of paper generated by 50 percent.



The Mail Back program makes it easier for customers to discard used or obsolete small electronics in an environmentally responsible way.

Customers use free envelopes available in 1,500 Post Offices to mail back inkjet cartridges, BlackBerry's, digital cameras, iPods and MP3 players without paying any postage.

In 2009, customers used the Mail Back envelopes to recycle nearly 152,000 pounds of material.

*“Our flat-rate box is certified environment friendly — it’s made of materials that are safe for the planet, and the manufacturing process is resource efficient.”*

— Sustainability Vice President  
Sam Pulcrano

### Insurance claims

The Postal Service has been significantly reducing paper-based insurance claims filed by customers. In April 2009, we began allowing customers to file domestic insurance claims online (except for COD and Registered Mail), regardless of whether or not the insurance was originally purchased online or at a retail unit.

Resolving claims online is another way we’re improving our policies to decrease turnaround time and improve overall customer experiences. These changes also reduce paper-based transactions.

By the end of FY 2009, nearly 50 percent of all claims were being filed online.

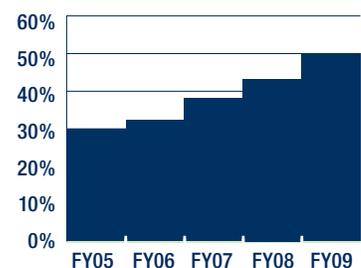


### PO Boxes

Making it easier for customers to renew PO Box services at [usps.com](http://usps.com) produced a 248 percent increase in online renewals in FY 2009. PO Boxes Online enables customers to locate, reserve and pay for their PO Boxes using the Internet.

And cutting out those trips to the Post Office — or mailing a form or check to renew a PO Box — reduces consumption of fossil fuels and paper.

### Almost 50% online transactions



Saving fuel from trips to the Post Office and printing and paper consumption

# Renting a PO Box online has never been easier

At *usps.com* you can find an available PO Box, apply and pay for a new one, and renew your fee with a credit card. There are even one-time and automatic payment options.

Check us out online at *usps.com*.



# Championing People



**Anthony Vegliante**  
Chief Human Resources Officer  
and Executive Vice President

2.7  
million

pounds of GHG emissions  
reduced through telecommute/  
alternate work schedule program

## What's New

- New flexible work arrangements allow eligible employees to telecommute or use an alternate work schedule.
- Saved 10 million pieces of paper a year through two new electronic programs.

And we have been rated the most-trusted government agency for the past five years.

## Compensation and benefits

Compensation and benefits for current employees and health benefits for retirees make up nearly 80 percent of our operating expenses.

Federal law provides that compensation and benefits for our employees be comparable to the rates and types of compensation paid in the private sector. Most USPS bargaining units meet or exceed private-sector levels. In FY 2009, the average pay and benefits for career bargaining unit employees was \$70,140.

Career employees enjoy excellent benefits. These include annual and sick leave that can be accumulated, and the opportunity to donate a portion of that leave to other employees in need.

Basic life insurance is paid for by the Postal Service with additional options at the employee's cost. And pretax health benefits are offered with most of the cost paid by USPS.

Also included are pretax flexible spending accounts for out-of-pocket dependent and health-care expenses, and the option to enroll in pretax dental and vision insurance. Employees have the opportunity to apply for long-term-care insurance, and receive coverage under the Federal Employees

The Postal Service continuously works to provide high-quality service as consistently and efficiently as possible.

We do this by focusing on our employees and recruiting a highly qualified workforce. We provide competitive compensation and benefits, offer effective job-based training and career development, and foster a conservation culture.

We measure the service provided by our employees using a continuous customer satisfaction survey.

In fact, our customer satisfaction levels and on-time delivery records have been consistently high for the past several years.





10  
million

pieces of paper  
saved through online  
hiring and job bidding systems

\$300  
thousand

saved in travel costs  
by monitoring and auditing  
injury claims cases online



Susan LaChance  
Vice President  
Employee Development  
and Diversity

Retirement System or Civil Service Retirement System plans.

These two retirement plans provide pension benefits. One of them, the Federal Employees Retirement System plan, includes Postal Service contributions to a thrift savings plan for employees.

Participation rates and employer costs can be found in the 2009 corporate annual report.

### Employee assistance

We believe our high customer satisfaction results come from maintaining a safe and healthy environment for our diverse workforce, encouraging and providing for their career development, and maintaining an interest in the health and well-being of employees and their family members through programs like our Employee Assistance Program (EAP).

EAP has an easy-to-use website with information and links to resources covering just about any life issue — from helping employees develop their retirement plan to assisting them with finding child or elder care.

### Employee development and diversity

The Postal Service continues to provide talent management and leadership development programs that help us prepare employees to reach their organizational potential.

Two resident training centers — the Bolger Center for Leadership Development in Potomac, MD, and the National Center for Employee Development in Norman, OK — provide venues for learning and meetings for employees and external clients.

Both training centers use innovative recycling programs that contribute environmental savings.

The Bolger Center improved its annual business recycling and waste reduction rates, exceeding the county's 50 percent recycling requirement with a rate of 64 percent.

The National Center for Employee Development recycled 33.7 tons of paper throughout the year, resulting in an estimated environmental savings of 573 trees and 138,170 kilowatt hours of electricity.



## Employee resource management

The Postal Service is dedicated to fostering a conservation culture among its employees and in its work practices.

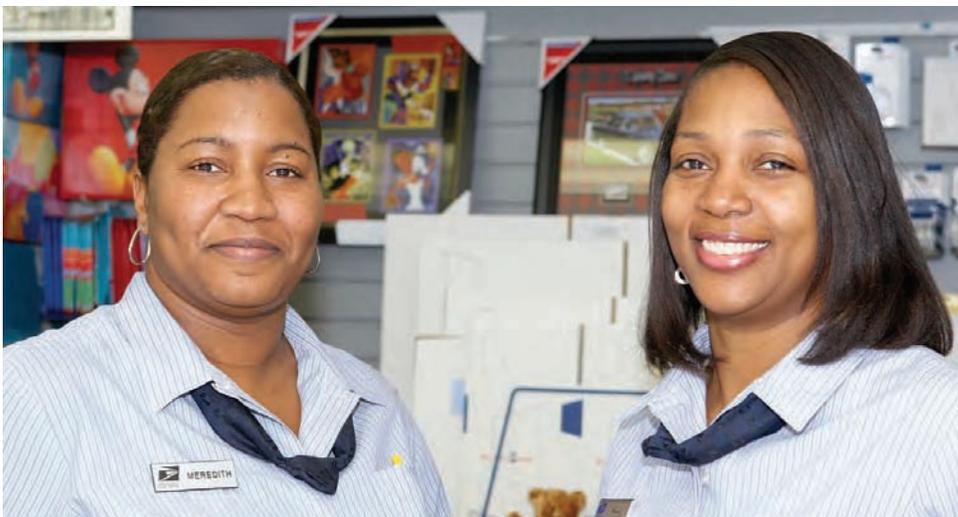


Our Employee Resource Management organization leads numerous efforts in support of the Postal Service's commitment to providing essential employee services while making a positive impact on the environment.

## Flexible work arrangements

Partnering with Information Technology, we have implemented flexible work arrangements for headquarters and related employees, which allow employees to work remotely, reducing commuting costs.

Approximately 2,500 employees now either telecommute or participate in the alternate work schedule program, saving an estimated 125,000 gallons of gas and 2.7 million pounds of greenhouse gas emissions.



## Shared services

Our human resources shared services technology and process improvements enable us to realize greater efficiencies, including significant paper reductions for hiring, job posting and bidding, and accident reporting.

## eCareer

In 2009, eCareer, our online hiring system, accepted and managed more than 400,000 online applications.

Additionally, our automated job bidding program offers employees from three of our labor unions the ability to view and bid for vacant positions through our employee self-service portal. That portal processed 1.2 million electronic bids in 2009.

The environmental savings of these two programs was a reduction of more than 10 million pieces of paper.

## Employee health and safety

This program management system is designed to automate accident reporting and manage injury claims.

It will eliminate or significantly reduce the use of more than 140 forms and reports. Also, USPS will save an estimated \$300,000 in travel costs by monitoring and auditing cases online.

## eOfficial personnel folder

As a result of our electronic personnel folders, more than 800,000 paper personnel folders were scanned



into the system. That has eliminated printing previously required for various personnel actions.

This year, an estimated 1.5 million personnel action forms were electronically linked to personnel folders and are now available to employees online through our self-service portal.

Employee Resource Management is continually automating processes and developing new self-service capabilities for USPS employees.

Because our work is paper-intensive, these efforts will make significant contributions to our sustainability goals.



0236022





# Safe and Healthy Environment



Deborah Giannoni-Jackson  
Vice President  
Employee Resource Management

We have a longtime commitment to safety and environmental programs.

Working with the Occupational Health and Safety Administration (OSHA) and other federal agencies, USPS has significantly reduced its rate of injuries and illnesses, and successfully addressed ergonomic risk issues. USPS participates in OSHA's voluntary protection program (VPP) at 275 of our largest facilities.

Environmentally, we are focusing on increasing our recycling efforts, reducing our solid waste and lowering our greenhouse gas (GHG) emissions.

## Safety and health

The Postal Service's FY 2009 safety performance record showed a positive

### What's New

- More OSHA VPP sites than all federal agencies combined. Provide assistance to other organizations in the program.
- Reduced vehicle accidents by nearly 2,300 in FY 2009, down more than 10 percent from FY 2008.



trend as employees continued to demonstrate safe working habits. End-of-year performance shows that OSHA injuries and illnesses were down 5,400.

That's a 13.9 percent improvement over FY 2008. This includes handling and lifting accidents, slips, trips and falls, and motor vehicle accidents.

Our employees had 2,259 fewer vehicle accidents in 2009 compared to 2008. The screening, testing and training efforts of our driver safety program created in 2008 showed results in 2009 and contributed to a 10.2 percent reduction in motor vehicle accidents.

Our strong showing in this safety category was a major contributor to the overall safety performance improvement we had throughout this fiscal year.

## Ergonomic risk reduction program

We partnered with our unions to educate employees about ergonomic safety — how people interact with their equipment, machinery and work conditions — and to identify the sources of musculoskeletal disorders. These disorders can occur when the muscles and skeleton are injured over time while employees are handling, lifting or moving mail and equipment.





**40%**  
**more lobbies**  
of Post Offices  
have customer  
recycling

**51%**  
**recycling**  
of solid waste  
we produce  
exceeding federal  
guidelines

**1**  
**coffee maker**  
has same carbon  
impact as the mail  
for a typical  
American family

The early identification and redesign of potentially troublesome work procedures allows the Postal Service to control the risk factors that can cause injuries to employees.

The ergonomic risk reduction program expanded in 2009 to include 176 mail processing facilities and nine districts.

These sites trained more than 22,000 employees and implemented 2,492 redesigns to work procedures.

As a result of this effort in 2009, injuries caused by throwing, pushing, pulling, bending or repetitive motion — excluding handling and lifting — were reduced by 1,153, or 21.4 percent.

### Life Cycle Inventory of Mail

The Postal Service commissioned a study designed to promote a fact-based discussion of mail's impact on the environment.

The resulting report, *Life Cycle Inventory of Mail*, was released in FY 2009. The study provides a baseline that can be used to measure the impact of our ongoing environmental programs and help

guide improvements.

The report, an industry first, examines the energy consumption, waste generation and pollutant emissions associated with the production and delivery of mail in the United States.

The study's results will continue to help us evaluate USPS efficiency and business improvements that will benefit the environment. Then we can pass along these ideas to the mailing industry.

### Waste and recycling

Solid waste disposal generates greenhouse gas emissions. According to the U.S. Environmental Protection Agency, for every ton of mixed paper the Postal Service recycles, a metric ton of GHG is avoided.

Last year, USPS generated an estimated 423,988 metric tons of municipal solid waste. We recycled



over half that waste — approximately 214,682 metric tons. This exceeds The White House recycling goal of 50 percent.

### Zero waste

In 2009, the Postal Service expanded its "zero waste to landfill" program from one pilot site to 19 facilities.

Nine vehicle maintenance facilities and nine processing and distribution centers successfully increased their average recycling rates to 92 percent



## Voluntary protection program

The Postal Service is the industry leader with more OSHA VPP-certified sites than all other federal agencies combined. Participating sites are VPP-certified after successfully completing an in-depth OSHA inspection.

They also mentor other organizations that want to participate in the program. They assist OSHA by serving in leadership positions in local federal safety and health councils.

The Postal Service increased its number of VPP-certified sites from 149 in 2008 to 168 in 2009, almost a 13 percent expansion.

for the maintenance facilities and 87 percent for the processing centers.

## Greenhouse gas emissions inventory

In 2008, the Postal Service's total carbon footprint emission for Scope 1 and Scope 2 was 5.2 million metric tons of carbon dioxide equivalent (CO<sub>2</sub>e).

Overall, the total reported emissions for CY 2008 were 1.5 percent lower than the CY 2007 reported emissions. However, the CY 2008 greenhouse gas (GHG) inventory included additional categories which were not reported in CY 2007. A year-to-year comparison of categories reported in both years reflected a 2.6 percent decrease in emissions.

The Postal Service also has estimated, but did not verify or report, some categories of Scope 3 emissions to obtain a more comprehensive understanding of the impact of GHG from operations.

All 2008 Scope 1 and Scope 2 emissions were reported to The Climate Registry (TCR) — the leading GHG registry in North America. The Postal Service reported these emissions to TCR to establish an accurate, credible and transparent GHG inventory based on protocols recognized by the international GHG community. USPS based its submissions on the requirements of TCR's general reporting protocol.

## From the cover

USPS is encouraging customers to "read, respond and recycle." In 8,000 Post Offices nationwide, signs remind PO Box customers to open their mail, take whatever action is necessary and place the waste in recycling bins.



The Postal Service was the first federal agency to complete and publicly report a greenhouse gas inventory for its entire U.S. operations. The Postal Service elected to quantify, independently verify and publicly report its GHG inventory to voluntarily demonstrate its environmental leadership among federal agencies.

In addition, the GHG emissions inventory enables USPS to identify improvements to the existing data collection systems needed to produce high-quality, verifiable data. Verifiable data helps us make informed decisions on GHG reduction strategies. It also allows senior managers to identify areas where significant carbon reductions can be achieved.

## Lobby recycling

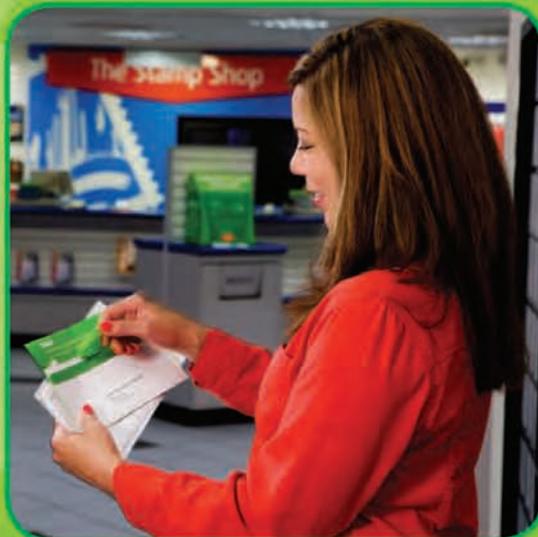
We are committed to recycling. One way to do that is through our lobby recycling program, which allows customers to recycle mixed paper in Post Office lobbies.

The program was expanded in 2009 to 5,579 locations — an increase of 40 percent over the previous year.

# READ, RESPOND, RECYCLE YOUR MAIL



read



respond



recycle



To learn more about greener choices, visit [usps.com/green](http://usps.com/green).





# Community Connections



**Delores Killete**  
Vice President Consumer Advocate

## What's New

- Introduced a new system to help capture information and insights about how we can continuously improve our customers' experience.
- Joined the International Post Corporation in setting joint emission reduction targets.
- Collected 73.4 million pounds of food during the national NALC food drive.

## Customer experience measurement

The new Customer Experience Measurement (CEM) system, which replaces the Customer Satisfaction Measurement (CSM) program, in use since 1991, offers new insights into how to better serve our customers.

The new CEM survey moves away from the mail delivery process and focuses instead on the experience customers have with us.

CEM will improve the Postal Service's understanding of customers' perspective of our service, allowing us

to improve it. Measuring customers' experience across all contact points will help us build stronger relationships and become a more customer-focused organization.

## Global partnerships

The International Post Corporation (IPC) announced its first global services industry target and released the mailing industry's first sustainability report in 2009. The Postal Service is one of 20 post operators that took part in the report to set a joint emissions reduction target.

USPS also is engaged in the IPC's environmental measurement and monitoring system that gauges the posts' carbon efficiency and other activities.

USPS also has contributed to the Universal Postal Union's greenhouse gas global overview and mitigation project. It is establishing a methodology specific to the postal sector for measuring greenhouse gas emissions resulting from postal activities.

USPS also works with its postal partners on initiatives that are beneficial for the environment.

## Mail recovery program

The Postal Service operates a mail recovery center in Atlanta, GA, that is responsible for handling undeliverable-as-addressed and non-returnable First-Class Mail and packages.

In FY 2009, the center processed more than 19 million pounds of mail — approximately 6.3 million parcels and 75.1 million letters.

Last year the center returned or forwarded 57 percent of mail identified as having possible value to our customers. In addition, 40 percent of the remaining undeliverable mail was recycled. The remaining 3 percent was sent for disposal.

The Consumer Affairs and mail recovery staffs are currently examining other disposal methods to increase recycling revenue and reduce waste disposal costs.

They are working with Sustainability to explore new ways to dispose of items that previously would have gone to landfills.

They also are partnering with our Environmental group to establish a



48

**thousand**

employees and family members are registered bone marrow donors

73.4

**million**

pounds of food donations collected by the National Association of Letter Carriers for the annual food drive

149

**children**

safely recovered as result of “Have You Seen Me?” program

backhaul program that will more than double the amount of recycling at the facility. Backhauling fills available transportation space with recycling material.

USPS has donated more than 50,000 pounds of undeliverable mail — merchandise samples, used clothing, toys, pots and pans, and other household items — to more than 40 nonprofit organizations.

### **Marrow donor program**

Since 1997, the Postal Service has collaborated with the Be the Match Foundation to build awareness of the national marrow donor program. It is the world’s largest and most diverse registry of potential marrow donors.



Through our Delivering the Gift of Life campaign, more than 48,000 employees and family members have become registered donors during the last 12 years. Of these, 80 have been matched with patients and donated marrow.

This year, the Be the Match Foundation honored the Postal Service with its first Rod Carew award for leadership.

The award is named for Baseball Hall-of-Fame member Rod Carew, whose daughter was a victim of leukemia. It recognized the Postal Service and its employees for their efforts to stem leukemia and other life-threatening blood diseases.

### **Postal Employees Relief Fund**

The Postal Employees Relief Fund is a humanitarian effort administered jointly by the Postal Service and our unions and management associations.

The relief fund is supported financially by employees, mainly through payroll deductions from the Combined Federal Campaign.

The fund gave more than \$1.1 million to 207 employees throughout the country in 2009 who experienced damage from house fires and property loss resulting from floods, hurricanes or tornadoes.

Since it began in 1990, the fund has provided more than 3,000 grants totaling nearly \$15 million to active and retired employees.

### **“Have You Seen Me?” program**

Another way USPS helps communities is through the “Have You Seen Me?” program.

Since 1985, we have partnered with the National Center for Missing and Exploited Children and Valassis to reunite families with missing children through “America’s Looking for Its Missing Children” program.

It is recognized as one of the nation’s most effective public service initiatives.

As a direct result of leads generated by the program, 149 children have been safely recovered. Additional information is available at [missingkids.com](http://missingkids.com).



## National Association of Letter Carriers annual food drive

On May 9, 2009, thousands of carriers and other employees in more than 10,000 cities and towns collected, processed and delivered non-perishable food donated by customers to millions of hungry people.

More than 130 million postcards were mailed to publicize the event — the world's largest annual one-day food drive.

The National Association of Letter Carriers (NALC) annual drive collected 73.4 million pounds of food donations, which will help 35.5 million people, including 12 million children, who face hunger every day.

In its 17th year, the drive has provided nearly 1 billion pounds of food to local communities.

Other supporters include Campbell Soup Co., Valpak Direct Marketing

Systems, Valassis, Feeding America, United Way of America and the AFL-CIO.

Cartoonist Bill Keane provides special Family Circus artwork for the promotion.



## Waste Busters

The Anaheim, CA, processing and distribution facility is working to close in on sending virtually nothing to



landfills. So far, the facility is recycling about 67 percent of its waste — well on the way to the Postal Service's goal of 100 percent.

The Anaheim P&DF has made significant strides toward making recycling convenient. Places to deposit recycling are plentiful. And the list of items Anaheim reuses, recycles or sends out for reclamation includes more than just paper, plastic bottles and aluminum cans. Thanks to employees, undeliverable bulk

business mail, cardboard, plastic trays and sleeves, shrinkwrap, strapping, plastic and metal machine parts, rubber belts, computer components, batteries, light bulbs, fluorescent tubing, ink, oil, paint, toner cartridges, mercury switches and Bubble Wrap rarely see the front gate of a landfill.

The program is paying off. In addition to the revenue earned yearly from recyclers, trash-hauling costs have plummeted — down nearly \$40,000 from last year.

## USPS Trademarks

The following are among the trademarks owned by the United States Postal Service: ACS™, APC®, Automated Postal Center®, Carrier Pickup™, CASS™, CASS Certified™, Certified Mail™, Click-N-Ship®, Confirm®, Customized MarketMail®, Delivery Confirmation™, DMM®, EPM®, Express Mail®, FAST®, FASTforward®, First-Class™, First-Class

Mail®, Full-Service ACS™, IM™, IMb™, Intelligent Mail®, LACSLink™, MASS™, MERLIN®, Mover's Guide®, NCOALink®, Netpost®, Netpost Mailing Online™, OneCode ACS®, OneCode Confirm®, OneCode Solution™, OneCode Vision®, Parcel Post®, Parcel Select®, PC Postage®, PLANET®, PLANET Code®, Post Office™, PostalOne!®, Postal Service™, POSTNET™, Priority Mail®, Quick, Easy, Convenient™, RDI™, ReadyPost®,

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*USPS...  
driving  
toward a  
sustainable  
future.*



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