

CRDO Safety Engagement



Elvin Mercado
AVice President, Delivery Operations



**Every safe choice we
make on the road is one
step closer to bringing
everyone home...**



ACCIDENTS

- Accidents are on the rise during the past three fiscal years in all four areas
- Since FY22, accidents increased 10.26% over two years
 - Atlantic – 12.95%
 - Central – 5.34%
 - Southern – 10.23%
 - WestPac – 13.38%
- That is an increase of 6,260 accidents from FY22 to FY24

Total Accidents

AREA	FY22		FY23		FY24		FY25	
	Total Accidents	TAR	Total Accidents	TAR	Total Accidents	TAR	Total Accidents	TAR
ATLANTIC RETAIL & DELIVERY	16,491	0.00	17,862	15.13	18,627	15.96	1,495	14.90
CENTRAL RETAIL & DELIVERY	16,437	0.00	16,487	15.65	17,314	16.64	1,421	15.90
SOUTHERN RETAIL & DELIVERY	16,143	0.00	16,800	14.97	17,795	15.91	1,346	14.22
WESTPAC RETAIL & DELIVERY	11,917	0.00	12,965	14.94	13,512	15.67	1,116	14.66
Total	60,988	0.00	64,114	15.18	67,248	16.05	5,378	14.92

ACCIDENTS

- Fatalities and motor vehicle accidents (MVA) remain stubbornly consistent from FY22 – FY24
- Motor vehicle accidents have risen 15.64% since FY22
 - Atlantic – 19.33%
 - Central – 13.94%
 - Southern – 11.49%
 - WestPac – 19.20%

One fatality is one too many.

AREA	MVA						Fatalities				
	FY22	FY23	FY24	FY25	Total	FY22	FY23	FY24	FY25	Total	
ATLANTIC RETAIL & DELIVERY	7,123	8,162	8,500	742	24,527	7	1	11	1	20	
CENTRAL RETAIL & DELIVERY	6,225	6,406	7,093	603	20,327	11	10	7		28	
SOUTHERN RETAIL & DELIVERY	7,865	8,143	8,769	724	25,501	12	9	10	1	32	
WESTPAC RETAIL & DELIVERY	4,772	5,224	5,688	517	16,201	2	3	1		6	
Total	25,985	27,935	30,050	2,586	86,556	32	23	29	2	86	

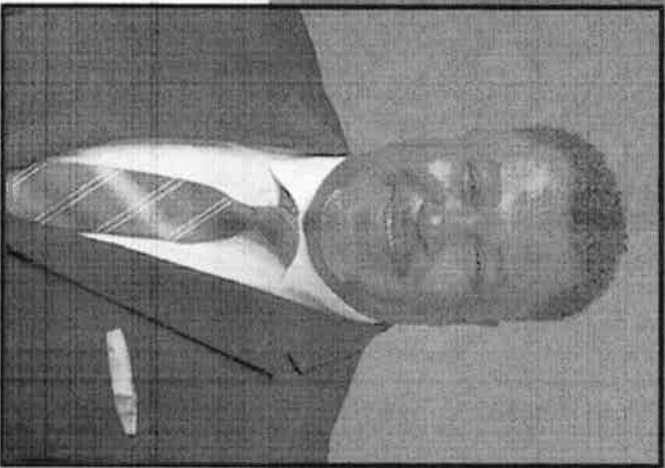
OPPORTUNITIES BY DAY OF WEEK

- IMSOT Observations will take place Monday and Friday
- Effective Friday, 12/3/2024

Accidents by Day of the Week

DOW	FY22	FY23	FY24	FY25	Total
Monday	10,643	11,133	12,063	704	34,543
Friday	9,939	10,233	10,500	826	31,498
Tuesday	9,549	9,893	10,883	996	31,321
Wednesday	9,359	9,935	10,271	909	30,474
Thursday	9,293	9,795	9,700	905	29,693
Saturday	8,751	9,623	9,815	788	28,977
Sunday	3,459	3,502	4,016	250	11,227
Total	60,988	64,114	67,248	5,378	197,716

The Safety Play

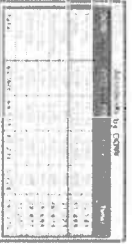




Tyrone Williams
Director, Field Operations Support

POD SAFETY BLITZ – STANDARD WORK INSTRUCTION




- A Standard Work Instruction flow was created as a guide for PODs to complete employee safety engagement observations and identify opportunity routes based on three opportunity buckets.

- DMOS, IMSOT and RADAR

Visual	Important Steps	Key Points	Resource for Key Points
	<ol style="list-style-type: none"> 1. Industry Support Specialist Team leads TTU will determine the highest accident opportunity day of the week by district 	<ul style="list-style-type: none"> • Helps prioritize resources on days with potential for lowering the likelihood of accidents on high risk days • Provides data driven insights for continuous improvement on scheduling and staffing 	<ul style="list-style-type: none"> • Supports the reduction of preventable accidents • This will assist when scheduling resources
	<ol style="list-style-type: none"> 2. TI will identify top opportunity sites by district and schedule PODs at those locations 	<ul style="list-style-type: none"> • Focusing on high risk locations maximizes the impact of safety interventions, creating a safer work environment • Unrize the Accident Trends Dashboard • DMOS – Driver Excursions, IMSOT – Inventory, Observations, RADAR – 4750 CCA Evaluations 	<ul style="list-style-type: none"> • Helps site-site safety interventions, ensuring safety where it's needed most • PODs should be scheduled on the highest opportunity days
	<ol style="list-style-type: none"> 1. PODs will complete an on-site assessment in office followed by IMSOT observations on the street 	<ul style="list-style-type: none"> • P-5 Form 4584-4100 must be completed and returned into IMSOT • Any deficiencies observed must be discussed with the employee on site at the time of the observation • TI will determine if additional visits to the office are needed • If an opportunity with action is identified, vehicle handling instructions, for standard, accelerated, or enhanced driving, will be provided through the P-5 form steps 	<ul style="list-style-type: none"> • Ensures consistent adherence to safety protocols both in-office and on the field, reducing potential for preventable risks • Enables a comprehensive approach to safety, identifying gaps across various stages of operations for proactive management

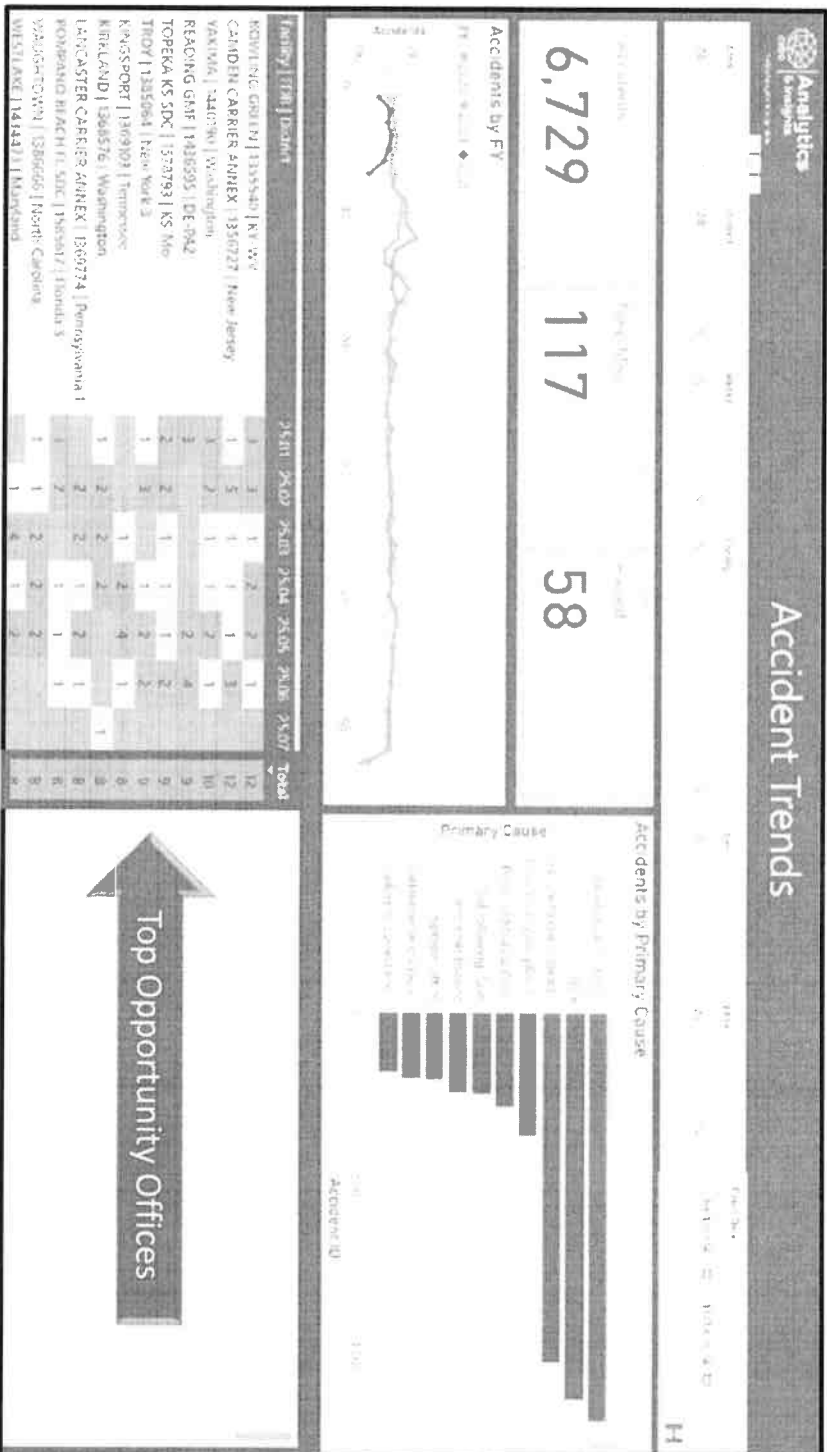
POD SAFETY BLITZ – STANDARD WORK INSTRUCTION

- Includes steps to guide POD action should an egregious infraction (i.e. vehicle running unattended, no seatbelt while driving, distracted driving) occur
- Nine step follow up process outlined

POD SAFETY BLITZ	POD SAFETY BLITZ	POD SAFETY BLITZ	POD SAFETY BLITZ
	4. POD SAFETY BLITZ: Egregious Infraction	• Respond to POD SAFETY BLITZ: Egregious Infraction	• Provide a summary to the POD SAFETY BLITZ: Egregious Infraction
	5. Egregious Infraction is observed complete steps below	• The POD SAFETY BLITZ: Egregious Infraction is observed	• Respond to POD SAFETY BLITZ: Egregious Infraction
		• Respond to POD SAFETY BLITZ: Egregious Infraction	• Respond to POD SAFETY BLITZ: Egregious Infraction

SAFETY DASHBOARD

- Team leads identify top opportunity offices by district to schedule PODS
- PODs complete E2E assessment followed by IMSOT observations on the street
- Prior to conducting IMSOT, gather local management's contact information for potential escalation purposes when leaving the unit



UNATTENDED RUNNING VEHICLE

- Look for the carrier to turn off the engine of the vehicle prior to exiting
- Observe the carrier removing the keys from the ignition
- Check for the carrier visually confirming the vehicle is in park and setting the handbrake
- Make sure the carrier exits the vehicle and locks it
- Verify that the carrier has completed all these steps before walking away from the vehicle

It is important to ensure the carrier is following proper procedures in order to prevent roll-away or runaway accidents

NO SEAT BELT

- Look for the carrier to buckle up before starting the vehicle and driving away
- Observe whether the carrier is wearing a lap-and-shoulder belt, which is more effective in spreading the force of a crash over a wide area of the body and protecting the head and upper body
- Check whether the carrier is using the seatbelt properly
 - Both lap belt and shoulder strap required when traveling to and from route
 - Both lap belt and shoulder strap required when traveling through intersections
 - Both lap belt and shoulder strap required to be worn at all times except for box to box delivery
- Make sure the carrier is not simply placing the seatbelt behind their back without actually wearing it
- Verify that the carrier has kept their seatbelt on while driving and has not unbuckled it while the vehicle is in motion

It is crucial to ensure that carriers are wearing their seatbelts while operating a vehicle in order to prevent serious injuries in a crash

DISTRACTED DRIVING

- Look for the carrier to be using their cell phone while driving, such as texting, making calls, or using social media
- Observe whether the carrier is looking at something outside the vehicle for a prolonged period, such as an accident or people in other cars
- Check if the carrier is eating, drinking, or smoking while driving
- Make sure the carrier is not engaging in any other activities that take their attention away from driving
- Look for signs that the carrier is not paying attention to the road, such as drifting from their lane, sudden braking or accelerating, or running red lights or stop signs

It's important to identify and address distracted driving in order to prevent accidents and injuries

CALL TO ACTION

In the event a POD employee observes any of the following:

- Observation of unattended running vehicle
- Observation of an employee not wearing a seatbelt
- Observation of an employee with distracted practices while operating a vehicle on duty
 - Fingering or searching for mail, wearing headphones/earbuds, utilizing cellphone
- POD will immediately stop employee, identify themselves
- POD will ask employee to shut off vehicle, remove key from ignition and wait for further instruction
- POD will contact local office EAS and request immediate on location support*

*The employee's supervisor or manager must be the one to place an employee in emergency placement, not the POD. Employees being placed on emergency placement due to the 3 motor vehicle infractions are not permitted to continue operating vehicle.

ESCALATION PROCESS FOR PM UNAVAILABILITY

- Prior to conducting IMSOT, gather local management's contact information for potential escalation purposes when leaving the unit

Escalation process if the Postmaster/Manager doesn't answer the phone

- a. Contact local unit PM/Manager
- b. Contact MPOO
- c. Contact DM/PCES PM



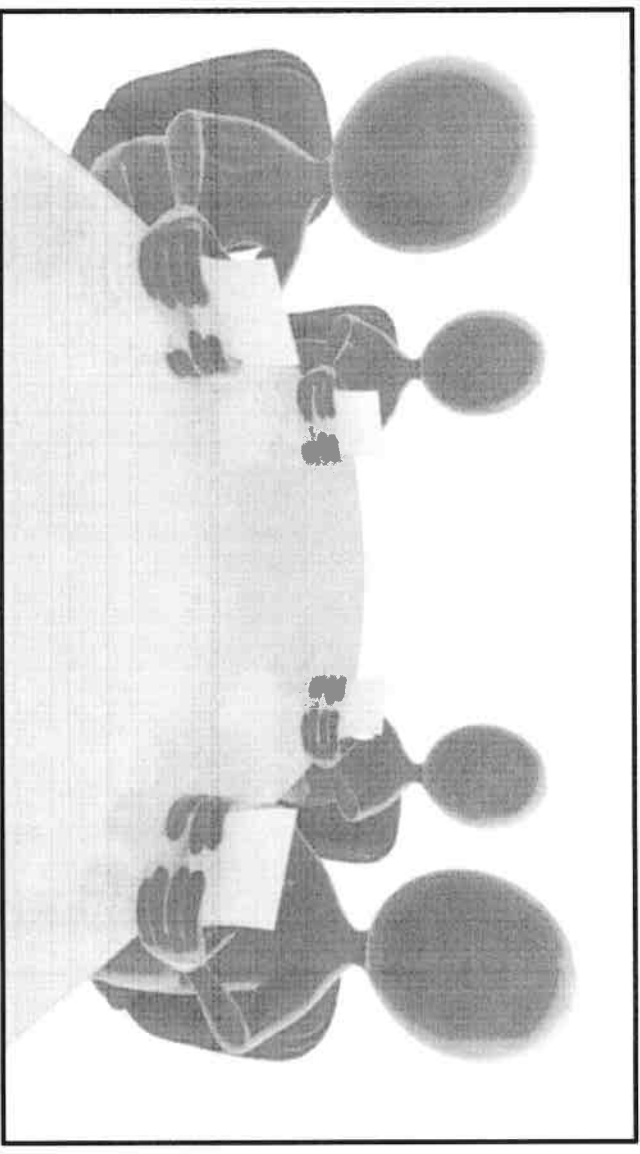
CALL TO ACTION: CONTINUED.....

- Once EAS arrives On Location
 - a. EAS will verbally notify the employee that they are being emergency placed by EAS
 - b. EAS will drive employee back to the office*
 - c. EAS will obtain and issue Emergency Placement Letter from local labor relations
 - d. EAS will notify and schedule employee with a date and time for an investigative interview on their next scheduled reporting day
- POD will provide all supporting notes, photos and a statement to EAS
- POD will remain onsite, oversee emergency placement procedure and offer support where needed
- POD will complete all required management tools and forms (IMSOT, 4584, 4588 etc..)
- POD will have a documented debrief communication meeting with local management
- POD will update GIS Dashboard of all observations completed
- POD will draft an escalation Email outlining high-level overview with all supporting documentation to Team Lead
- Team Lead will review and escalation

*The employee's supervisor or manager must be the one to place an employee in emergency placement, not the POD. Employees being placed on emergency placement due to the 3 motor vehicle infractions are not permitted to continue operating vehicle.

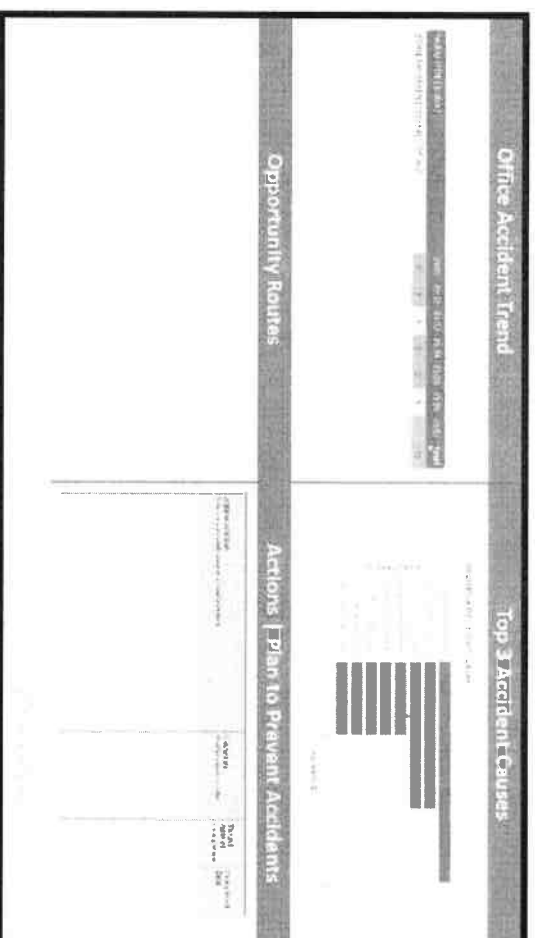
DEBRIEF COMMUNICATION MEETING

- We always debrief
- After completing all safety observations, POD will confer with local management to report all observations and instructions given
- Completed 4584s, 4588s, and 4589s handed over to local management for their files



V2/TL FOLLOW UP NEXT STEPS ON EGREGIOUS INFRACTIONS

- Team lead will escalate accordingly
- V2 will require office complete action plan addressing next steps and actions issued
- Rapid Response Team will invite office to call to present out action plan and address any support needed by the office



Identifying Safety Opportunities



Tom King
A/Director, Retail & Post Office
Field Operations Support

Locating Carriers on the Street

FINDING A CARRIER – DMS & RIMS

- Delivery Management System (DMS)
 - Utilize the Route Summary to look up carrier breadcrumbs and identify the most recent location
- Regional Intelligent Mail Servers (RIMS)
 - Utilize reports in RIMS (e.g. Wireless Users and Routes) to locate a carrier's most recent location



Conducting Street Observations

CONDUCTING 4584 STREET OBSERVATIONS

- Accompanying carriers on the street is considered an essential responsibility of management and one of a manager's most important duties
- All observations should answer a minimum of 5 items in any category before moving on
 - If on a mounted or curbside route, pull behind the postal vehicle
 - Always ensure that you stay at a safe distance with headlights and hazards on abiding by the rules and regulation of the road
 - Observe:
 - Excessive vehicle movement
 - Distracted tasks (e.g., driving while fingering mail, headphones / earbuds utilizing cellphones)
 - Not following prescribed line of travel unauthorized or extended stops
 - Unauthorized deviations (review 1564A)
 - Multiple passes at the mailbox (placing all the letters then all the flats)

CONDUCTING 4584 STREET OBSERVATIONS

- If on a foot/walking route:
 - Park Postal vehicle in a legal parking space removing keys and turning off lights
 - Ensure that you as the observer have proper postal identification
- Observe:
 - Distracted while driving (headphones / earbuds utilizing cellphones, fingering mail)
 - Does the carrier carry a postal bag and dog spray
 - Proper uniform (Postal approved shoes, shirt, pants, hat)
 - Is the Postal vehicle in presentable condition with the heat stress sticker on the inside (large dings cracks missing mirrors)
 - Secured vehicle (is the vehicle's doors closed, locked, parking brake on, curbed wheels)
 - Does the carrier take all necessary short cuts (crossing lawns)

CALL TO ACTION

In the event a POD employee observes any of the following:

- Unattended running vehicle
 - Not wearing a seatbelt
 - Distracted driving (fingering mail, headphones/earbuds, utilizing cellphone)
1. POD will immediately stop employee, identify themselves
 2. Ask employee to shut off vehicle, remove key from ignition and wait for further instruction
 3. **POD will contact local office EAS and request immediate support***
 4. Once EAS arrives, POD will provide all supporting notes, photos and statement to EAS
 5. POD will remain onsite, oversee emergency placement procedure and offer support where needed
 6. Notified verbally that they are being emergency placed by EAS and driven back to the office*
 7. Emergency Placement letter obtained by local labor relations
 8. Email drafted outlining high-level overview with all supporting documentation to Team Lead
 9. Team Lead will review and escalation

*The employee's supervisor or manager must be the one to place an employee in emergency placement, not the POD. Employees being placed on emergency placement due to the 3 motor vehicle infractions are not permitted to continue operating vehicle.

Escalation Process



Walter Daniels
Director, Command Center

POD ESCALATION

- Stop the carrier
- Contact local management team
- Remain onsite until local management arrives
- Support EAS as management places employee on emergency placement
- Email Team Lead detailing the observations and infractions

Escalation - POD Safety Blitz - IMSOT Safety Infraction	
Date	
Time	
Area	
District	
POOM	
Office	
Zip	
Employee Name	
Route #	
Infraction Type	
Summary	
Responding Management Name	

TEAM LEAD ESCALATION

Escalations sent to: Command Center; Dr. Colin; Elvin Mercado; Raj Sanghera; Area Vice President, Area MOI, V2, District Manager, District MOI, Postmaster

Subject Line: Serious Infraction Escalation [District Name] - Vehicle Related Offenses

[PM/Station Manager Name],

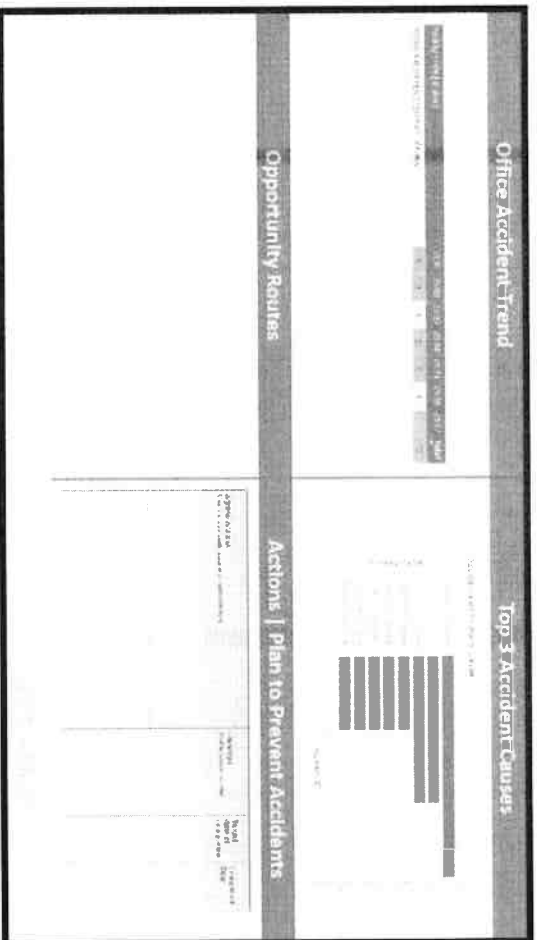
I am writing to inform you of a safety infraction that occurred today in [Office Name]. POD employee [POD Name] observed the following offenses: [select offense, delete others]

- Unattended running vehicle
- Not wearing a seatbelt
- Distracted driving

Escalation -POD Safety Blitz - (RSSOT Safety Infraction)	
Date	
Time	
Area	
District	
POOM	
Office	
Zip	
Employee Name	
Route #	
Infraction Type	
Summary	Complete, and paste in email prior to escalating
Responding Management Name	

V2/TL FOLLOW UP EGREGIOUS INFRACTIONS

- After team lead has escalated serious infractions
- Offices with distracted driving, no seatbelt, or running an unattended vehicle infractions will be invited to call to present action plan
- V2 will require the office to complete an action plan with District MOI assistance
- Call will include the unit's management team, Manager of Post Office Operations, Manager of Operations Integration, District Manager



Next Steps of Safety

Training Schedule

Friday, November 29, 2024	1:30pm (EST)	
Monday, December 2, 2024	12:00pm (EST)	2:30pm (EST)
Tuesday, December 3, 2024	12:00pm (EST)	2:30pm (EST)



By following these steps, we're not just reducing accidents; we're protecting lives.

Let's make every drive a safe one!

THANK YOU

People. Performance. Culture.

Separative Commercial Information - Do Not Disclose / Attorney-Client Privileged / Attorney Work Product

37

