

Atlantic Area AIM

Delivery Update

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November 16, 2021

Delivery Update | Agenda

- **Preparing for a Successful Peak**
- **Staffing Update**
- **Plan A/B**

Preparing for a successful 2021 peak season

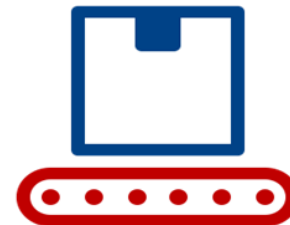
We began planning for this upcoming holiday season earlier than any other year. We have accelerated key processing, logistics, and delivery investments to meet customers' evolving mail and package needs. Our proactive measures not only correspond to challenges faced last year but also align to our Delivering for America plan. The organization is executing on strategies to pull together **people**, **technology**, **transportation**, **equipment**, and **facilities** into a well-integrated and streamlined mail and package network. Our preparations include:



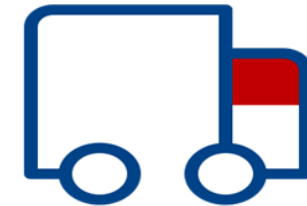
Stabilizing the workforce through improved retention and non-career to career conversions and amplifying our hiring efforts to fill every available position and ensure an adequate employee base for peak season.



Expanding our facility footprint by leasing millions of additional square feet in facility annexes to create more space for package processing and prevent bottlenecks.



Procuring additional package sorting equipment to accommodate and expedite the handling and sortation of increased package volumes.



Ensuring reliable transportation options by leasing trailers dedicated for peak season and diversifying the volume traveling across the air network among additional air carriers and more reliable surface transportation providers.

Retail and Delivery Peak Readiness

As we plan for a peak like no other, our focus has been in four main areas to ensure a flawless execution of our operational plays.

- People
- Product
- Process
- Technology

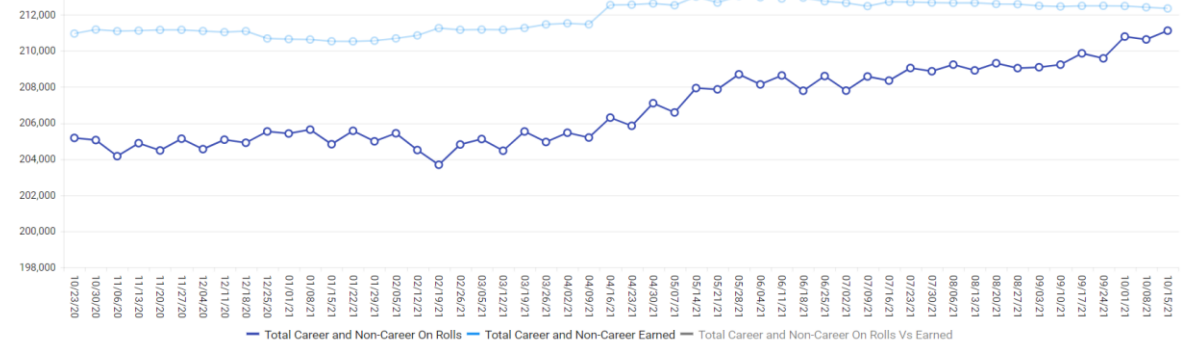


Peak Staffing

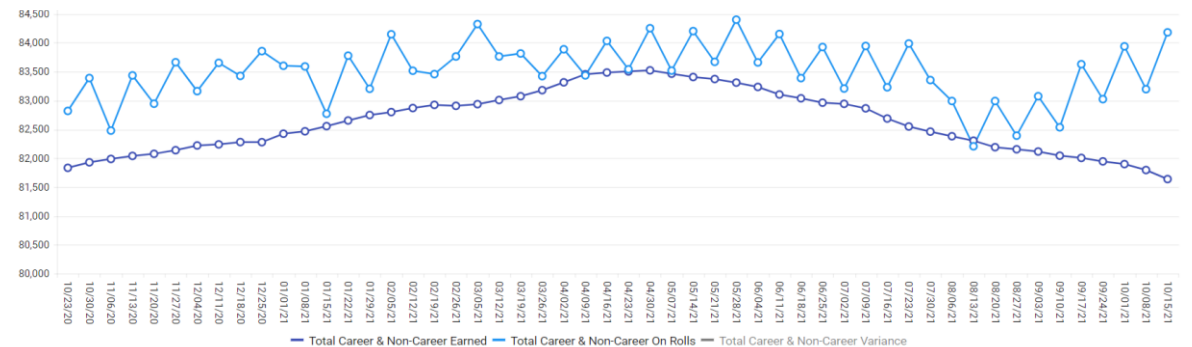
Retail and Delivery Peak Staffing

- Hiring 5K City Carriers
- Hiring 10K Distribution Clerks
- Close the Gap to Cap prior to peak holiday hiring
- Employee Availability

City Carrier Complement Trend



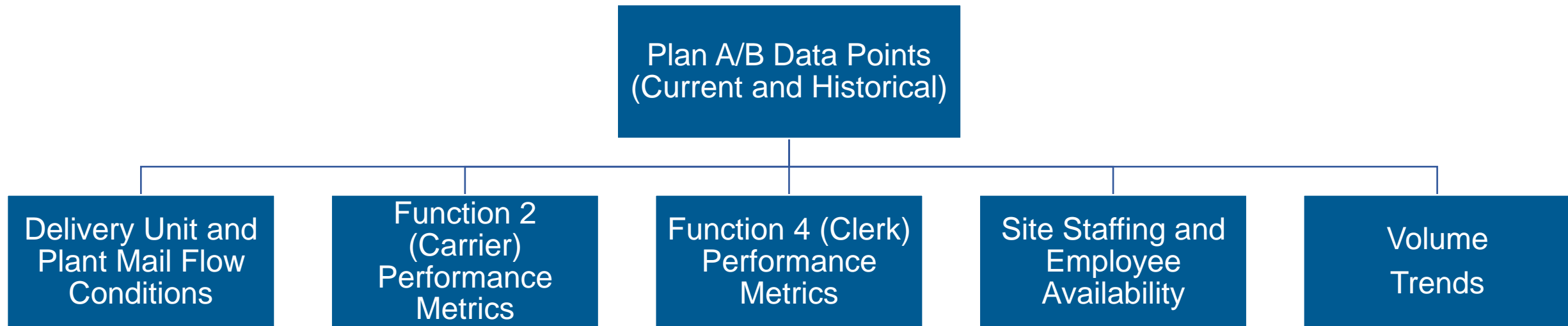
Distribution Clerk Complement Trend



Plan A/B

Plan A/B Overview

- Plan A/B leverages several data sources (including some previously unavailable), looking at historical and current information, and triangulates over thirty data points to identify top opportunity offices and ensure service responsive workload solutions
- Headquarters has a dedicated team who will work alongside Field leadership to provide additional support and resources to those identified opportunity offices to support Peak operations



Plan A/B Overview – Carrier Action Plan

All Peak season plays begin November 6, 2021, and continue through December 31, 2021

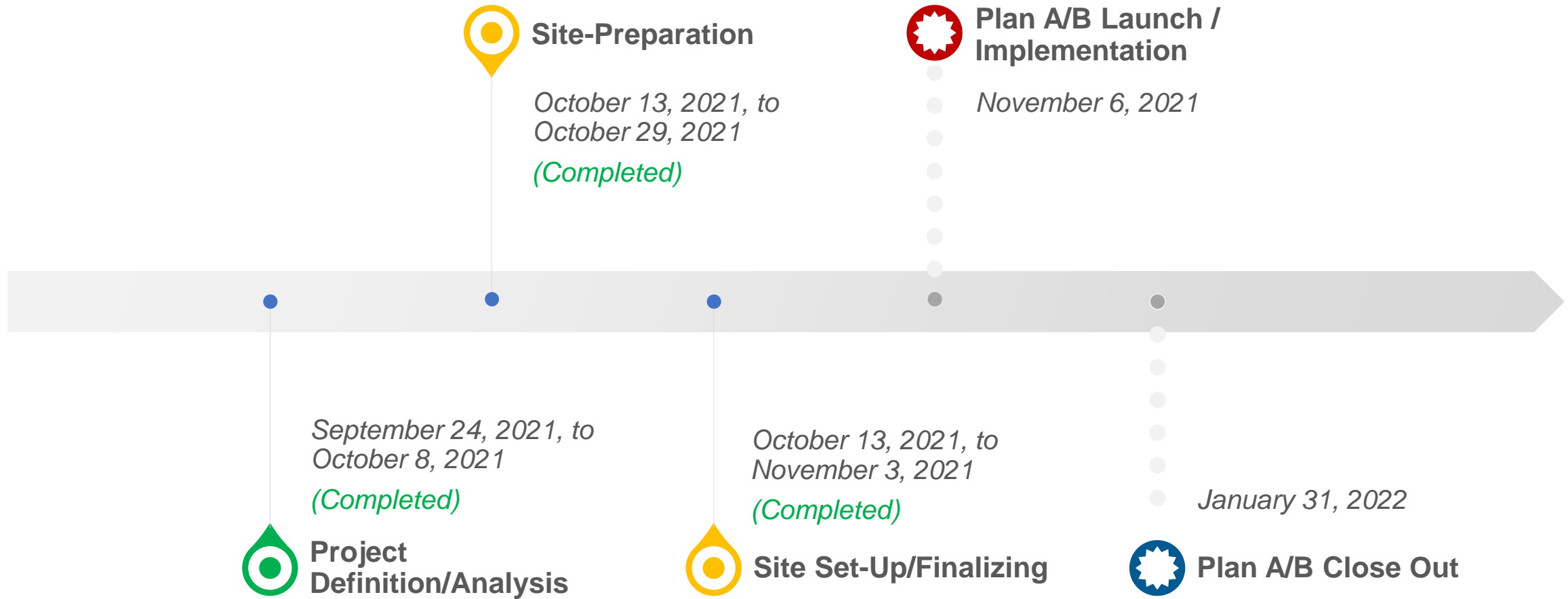
All Offices	Top Opportunity Offices
<ul style="list-style-type: none">• 6am to 9am parcel delivery play<ul style="list-style-type: none">• Deliver a minimum of 15% of total parcels during this timeframe• 6pm to 9pm parcel delivery play• Utilizing Parcel Overflow tool to maximize productivity in the street• Daily touchpoints between Field operations and Headquarters	<ul style="list-style-type: none">• Leveraging Annexes for parcel post routes for Top 55 offices:<ul style="list-style-type: none">• Establishing local dynamic routes to deliver parcels• Carriers in the adjacent station will deliver just letters, flats, and small parcels• Parcels will be directly sent to the Annexes• Customer Pickup will be available at the annex• Full time supervisor will be on site

Plan A/B Overview – Clerk Action Plan

All Peak season plays begin November 6, 2021, and continue through December 31, 2021

All Offices	Top Opportunity Offices	Selected Offices
<ul style="list-style-type: none">• Sunday, Early AM, and Late PM parcel pickup• Adjustment of retail hours to capture customer demand• Lobby Assistance Play• Daily touchpoints between Field operations and Headquarters	<ul style="list-style-type: none">• Additional customer messaging• Leverage other access points within and on postal property to service our customers including:<ul style="list-style-type: none">• Dutch Door• Dedicated Line• Drive Thru Parcel Drop-off service	<ul style="list-style-type: none">• Deployment of Generation 7 Mobile Point of Sale (mPOS) at 495 offices• Realignment of Self-Service Kiosk (SSK) Deployment at 85 offices

Plan A/B - Timeline



Preparing for a successful peak season



PEOPLE

To foster an environment where employees are elevated and positioned as the engine of the organization.



PERFORMANCE

To facilitate an environment of efficiency, precision, effectiveness and strategic operation.



CULTURE

To create an environment that builds trust and confidence of our employees.

Questions