

REGULAR ARBITRATION PANEL

10 AUG 2026

In the Matter of Arbitration	)	GRIEVANT: Jenkins, Derranique
Between	)	POST OFFICE: New Orleans, LA
United States Postal Service	)	CASE No.: 4G 19N-4G-C 24203539
And	)	DRT No.: 08-694550
National Association of Letter Carriers.	)	UNION NO.: 124-3336-24

BEFORE: Patricia S. Glover, Arbitrator

APPEARANCES:

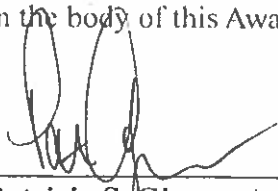
For the U.S. Postal Service:	Michelle Barriere, Labor Relations Specialist
For the Union:	Fabian Wells, LBA
Dates of Hearing:	5/20/2026 and 6/26/2026
Dates Briefs Received:	7/19/2026 and 7/21/2026
Relevant Contract Provisions:	Articles 2, 3, 14, 15, 19, and 21
Type of Grievance:	Class

AWARD:

Date of Award:	August 9, 2026
Panel:	Regular/Region 8

AWARD SUMMARY

The grievance is SUSTAINED in part and DENIED in part as more fully set forth in the body of this Award.



Patricia S. Glover, Arbitrator

I. INTRODUCTION

This case was initiated by the National Association of Letter Carriers (NALC) pursuant to the 2019-2023 Collective Bargaining Agreement between the NALC and the United States Postal Service (USPS). The initial hearing was held on May 20, 2026, at the postal facility located at 701 Loyola Avenue, New Orleans, LA 70113. This matter was the second case scheduled for hearing that day. The Arbitrator received opening statements and witness testimony before adjourning the hearing to a later date due to time constraints. The continued hearing was held on June 26, 2026, at the same hearing location. The parties were afforded the opportunity to call, examine, and cross-examine witnesses, present documentary evidence, and argue in support of their respective positions. All witnesses testified under oath.

II. ISSUES

1. Did Management at the Algiers Station/Delivery Unit violate Articles 3, 14, 15, and 19 of the National Agreement, EL-801, and ELM section(s) 810 and 824.6, when Full Time City Carrier, Derranique Jenkins, was threatened bodily harm and sustained an injury, when she was assaulted by Supervisor, Cymmi Cornelius, and a PS Form 1 767's were submitted by City Carriers, John Williamson and Derranique Jenkins, and Management failed to take action and/or respond in a timely manner and failed to provide a copy of Management's action taken to abate the unsafe condition that took place on January 24, 2024, and if so, what is the appropriate remedy?

2. Did Management at the Algiers Station/Delivery Unit violate Articles 14, 15, and 19, the Joint Statement on Violence and Behavior (JSOV), when on January 24, 2024, Supervisor, Cymmi Cornelius used abusive condescending language and made threats of violence to do physical and bodily harm to City Carrier, Derranique Jenkins, on the workroom floor in front of her coworkers, and if so, what is the appropriate remedy?

3. Did Management violate Articles 5 and 21 of the National Agreement along with ELM Section 540 and EL-505, via Article 19 of the National Agreement and 20 C.F.R. 1 by failing to provide and/or properly process Forms CA-1 and CA-16 for City Carrier, Derranique Jenkins, when she reported a traumatic injury she experienced on the job, and if so, what is the appropriate remedy?

4. Did Management violate Article(s) 3, 15.3A and 19 of the National Agreement along with policy letter M-01517 by failing to comply with past Step B Team Decisions and Arbitration Decision G19N-4G-C 23243082/124-146-1093, in the New Orleans Installation, and if so, what is the appropriate remedy?

III. EXHIBITS

Joint Exhibits

Joint Exhibit 1: National Agreement

Joint Exhibit 2: JCAM

Joint Exhibit 3: Joint Case File pages 1-330.

Joint Exhibit 4: Handbook M-39

Joint Exhibit 5: ELM

Union's Exhibit:

Union Exhibit 1: Video of altercation on 01/24/2026

Management's Exhibits:

M1: 3972 for Derranique Jenkins for 2024

M2: Proof of Payment to Karla Brooks-Grievance G19N-4G-C 23243082

M3: TACT Case Detail Report, 3/13/2024 incident date

M4: Letter of Warning dated 11/2/2023 issued to D. Jenkins-Violent and/or Threatening Behavior

M5: Letter of Warning dated 05/12/2023 issued to D. Jenkins-Improper Conduct

M6: 7-Day Suspension dated 2/13/2024 issued to Cymmi Cornelius- Violent and/or Threatening Behavior

M7: 7-Day Suspension dated 2/28/2024 issued to D. Jenkins- Violent and/or Threatening Behavior; Harassment

M8: TACT Case Detail Report, 1/24/2024 incident date

M9: Harassment Inquiry Report, incident date 05/05/2026

IV. CONTRACT PROVISIONS

National Agreement

- Article 2- Non-Discrimination and Civil Rights
- Article 3- Management Rights
- Article 14- Safety and Health
- Article 15- Grievance-Arbitration Procedure
- Article 19- Handbooks and Manuals
- Article 21- Benefit Plans

Joint Contract Administration Manual (JCAM)

**Employee and Labor Relations Manual (ELM) Sections 540, 810, 824.6
EL- 505, 801**

Joint Statement on Violence and Behavior in the Workplace

V. WITNESSES

The NALC called the following witnesses:

1. Derranique Jenkins

Grievant

- | | |
|--------------------|-------------------------|
| 2. Charles Jackson | Formal A Representative |
| 3. Dana Green | Letter Carrier |
| 4. Keisha Starling | Letter Carrier |

The USPS called the following witnesses:

- | | |
|---|----------------|
| 1. Carolyn Williams | Supervisor |
| 2. Renata Allen | Letter Carrier |
| 3. Kerry Robertson | Letter Carrier |
| 4. Heaven Charles | Letter Carrier |
| 5. Cymmi Cornelius <i>via telephone</i> | Supervisor |

VI. STIPULATIONS

1. The parties stipulated that the written witness statements contained in the Joint Case File would speak for themselves.
2. The parties stipulated that the Union's requested remedy of \$100 payable to the grievant, Derranique Jenkins, was withdrawn.

VII. TENDERED ARBITRAL CITATIONS

Union's Citations

G16N-4G-C 20139761 August, 2021
 Q90N-4F-C 94024977/94024038 Snow, 1996
 G16N-4G-C 18441750 Jacobs, 2019
 363 U.S. 593, US Supreme Court, 1960
 NC-S-5426 Gamser, 1979
 H4N-NA-C-21, H4C-NA-27 Mittenthal, 1986

Management's Citations

C01N-4C-C 04083109 Furman, 2004
 4J 19N-4J-C 23289592 Morris, 2023
 C7N-4B-D 29760, C7N-4B-D 29723 Walt, 1991
 G00C-1G-D 07105226 Simon, 2008

VIII. FACTS

The Grievant, Derranique Jenkins, is a City Letter Carrier assigned to the Algiers Station, New Orleans. At the time of the events giving rise to this grievance, she had approximately 6 years of Postal Service employment and had served as a Union Shop Steward for approximately 4 years. This grievance involves a workplace confrontation

between the Grievant and Customer Service Supervisor Cymmi Cornelius on January 24, 2024.

The January 24, 2024 confrontation followed months of increasingly strained workplace relationships within the Algiers Station involving supervisors, letter carriers, and divisions among groups of employees. These recurring conflicts generated disciplinary actions, Equal Employment Opportunity complaints, grievance filings, police involvement, Threat Assessment Reviews, and management investigations. Witnesses also described recurring verbal confrontations, profanity, inappropriate workplace behavior, and employees openly recording workplace events with cellular telephones and Meta smart glasses. Management addressed individual incidents as they arose, but tensions persisted, and many of the same employees and supervisors continued to appear in subsequent disputes.

A substantial portion of this workplace discord involved the Grievant. Disciplinary records,¹ Threat Assessment Reviews,² Harassment Inquiry Forms,³ written statements,⁴ and witness testimony reflect recurring disputes between the Grievant and supervisors, as well as conflicts with fellow letter carriers, including employees she represented as Shop Steward. Dissatisfaction among some carriers with the Grievant's conduct and representation ultimately resulted in a petition seeking her removal as Shop Steward.⁵ Although the strained workplace relationships were not attributable to the Grievant alone, the evidence reflects that she was a recurring participant in many of the incidents contributing to the friction that existed at the Algiers Station before January 24, 2024.

It was against this backdrop that the events of January 24, 2024 transpired.

The Grievant testified that the events of January 24, 2024, began shortly after she arrived at Algiers Station that morning. According to the Grievant, a letter carrier contacted her in her capacity as a Union Shop Steward and asked her to notify Supervisor Cornelius that the employee would be late or absent. The Grievant testified that when she relayed the message, Supervisor Cornelius responded that management had already communicated

¹ M-4, M-5, M-7

² M-3, M-8

³ M-9

⁴ Joint Case File pages 172-200

⁵ Joint Case File page 207.

with the employee and that the Grievant did not need to relay information on management's behalf. The Grievant testified that she was simply attempting to assist the employee in her role as Shop Steward and perceived the exchange as setting a negative tone for the remainder of the day.

Shortly thereafter, according to management witnesses, the Grievant briefly met with two fellow letter carriers on the loading dock before returning to the workroom floor. Management witnesses characterized the gathering as preparation for a confrontation, while Union witnesses denied that any confrontation had been planned. During approximately the same time frame, testimony and written statements⁶ allege that Supervisor Cornelius was on the workroom floor singing "These Hoes Don't Like Me," dancing, and mimicking "sliding down a stripper pole" in the presence of employees. Several witnesses testified that these events contributed to an increasingly tense atmosphere immediately preceding the confrontation.

Later that morning, Supervisor Cornelius met with the Grievant in the break room to review disciplinary paperwork. The Grievant signed one document but requested an opportunity to review another before acknowledging receipt. During the discussion, Station Manager Aldo Johnson entered the break room and instructed Supervisor Cornelius to prepare another copy of the document, write "refused to sign" on the disciplinary form, and discontinue the discussion.

The disagreement did not end when the parties left the break room. It continued onto the workroom floor and toward the copy-machine area. The witnesses differed as to why Supervisor Cornelius followed the Grievant. Union witnesses maintained that Supervisor Cornelius continued the confrontation despite Station Manager Johnson's direction to end the discussion, while management maintained that Supervisor Cornelius' continued interaction with the Grievant was for the purpose of completing the disciplinary paperwork and retrieving the documents still in the Grievant's possession. Whatever the reason, the parties did not disengage after leaving the break room, and their interaction became increasingly contentious as they moved through the workroom floor.

⁶ Joint Case File pages 68 and 69.

The parties also offered materially different accounts of the confrontation that followed. Union witnesses testified that Supervisor Cornelius yelled and cursed at the Grievant, and threw paperwork and a pen toward her, with the Grievant testifying that the pen struck her in the eye. Management witnesses testified that the Grievant escalated the encounter by making remarks concerning Supervisor Cornelius' deceased parents and denied that Supervisor Cornelius intentionally threw a pen or that the pen physically struck the Grievant. Supervisor Cornelius testified that the remarks concerning her parents, made near the anniversary of her mother's death, caused her to lose her composure during the confrontation. In the written statement she provided following the incident, she stated that the inflammatory comments made by the Grievant caused her to become emotionally overwhelmed and that she was "triggered" and "blacked out."⁷ Her statement goes on to say, "When I came to, Jenkins (the Grievant) was still standing there laughing with her phone out..."

A portion of the incident was recorded by an unnamed employee using a cell telephone, consistent with testimony that employees had increasingly recorded workplace events with phones and Meta smart glasses. The anonymously recorded video admitted into evidence captures only the latter portion of the confrontation after employees had assembled around the participants. It does not depict the earlier events in the break room or the interaction near the copy machine. Although the participants' precise movements are difficult to discern because of the number of individuals present and the quality of the recording, the audio is considerably clearer. The recording captures the Grievant stating, "You know your momma didn't want you," followed by an escalating verbal exchange during which Supervisor Cornelius is heard stating, "I'll beat your ass up in here." "Who you wanna fight?" "I'm going to slap the f* out of this little bitch," and "You better get her away from me." At one point, the recording appears to show Supervisor Cornelius making a flicking motion with her hand; however, the recording does not clearly establish what, if anything, was in her hand or whether any object was projected.

Management conducted an extensive investigation into the January 24, 2024 incident. Threat Assessment Reviews were completed, Investigative Memorandum

⁷ Joint Case File page 79

Interviews were conducted, and written statements were obtained from employees and supervisors throughout the station. Supervisor Cornelius was temporarily removed from the Algiers Station, issued a 7-Day Suspension, and required to complete workplace violence training before returning to supervisory duties.⁸ The Grievant likewise received a 7-Day suspension as a result of her participation in the incident.⁹

The New Orleans Police Department and Postal Inspectors responded to the Algiers Station regarding the January 24, 2024 incident. Written statements were obtained from numerous employees and supervisors who witnessed portions of the incident or its immediate aftermath. The Grievant obtained a Temporary Restraining Order that was later followed by a civil protective order against Supervisor Cornelius.

Two PS Forms 1767 were submitted concerning the January 24, 2024 incident. City Letter Carrier John Williamson, who witnessed portions of the confrontation, submitted a Form 1767 dated January 24, 2024, reporting the incident as an unsafe condition. The Grievant submitted a separate Form 1767 dated March 7, 2024, concerning the same incident. Management investigated the reported concerns and completed the official-action portion of the forms. In his response, Station Manager Aldo Johnson stated that both participants had been removed from the workroom floor pending investigation. Although payroll records showed that Supervisor Cornelius remained in a pay status following the incident, Supervisor Carolyn Williams testified that Supervisor Cornelius had been temporarily reassigned to another station and that such a reassignment would not necessarily be reflected in the payroll records. Management maintained that the reported safety concerns were investigated and addressed and that copies of their responses were returned within the required period.

The Grievant sought medical treatment and was diagnosed with a corneal abrasion and inflammation to her eye, major depressive disorder, insomnia, and acute stress relating to the incident. She thereafter submitted PS Form 1767 reporting unsafe working conditions and successfully pursued benefits through the Office of Workers' Compensation Programs.

⁸ Joint Case File Page 208

⁹ M-6

The Grievant testified that management did not provide her with a CA-1 or CA-16 following the incident and that she instead initiated her workers' compensation claim electronically through the Postal Service's ECOMP system. According to the Grievant, she completed a CA-1 electronically but never received a CA-16 to present to her treating physician. Management maintained that, after receiving notice of the injury on January 26, 2024, it completed its portion of the electronic claim, and the claim thereafter proceeded through the ordinary workers' compensation process.

IX. PARTIES' POSITIONS

Position of the Union

- The Union contends that Supervisor Cornelius violated the Joint Statement on Violence and Behavior in the Workplace (JSOV), Articles 14 and 19 of the National Agreement, and applicable ELM provisions by threatening the Grievant with bodily harm, engaging in abusive and intimidating conduct, and throwing an object that struck the Grievant in the eye.
- The Union argues that the video recording, witness testimony, and Supervisor Cornelius' own admissions establish that her conduct was inconsistent with the Postal Service's commitment to provide employees a workplace characterized by dignity, respect, and freedom from threats or violence.
- The Union contends that management failed to fulfill its contractual obligation under Article 14 to provide and maintain a safe workplace by permitting an atmosphere in which supervisory intimidation and workplace violence were tolerated and by failing to timely abate known unsafe conditions after receiving reports of the incident.
- The Union asserts that Management improperly handled the PS Forms 1767 submitted following the incident by failing to provide a timely and adequate written response identifying the corrective action taken to eliminate the reported safety hazard.
- The Union contends that management violated Articles 5, 19, and 21 of the National Agreement, together with the applicable ELM and EL-505 workers' compensation provisions, by failing to timely provide the Grievant with Forms CA-1 and CA-16 after she sustained a compensable traumatic injury, thereby requiring her to initiate her workers' compensation claim through the Postal Service's ECOMP system.

- The Union argues that management's investigation was inadequate and inconsistent, asserting that certain management witnesses lacked firsthand knowledge of the incident, portions of the investigative record were untimely or unrelated to the events of January 24, 2024, and that management improperly attempted to rely upon unrelated incidents to discredit the Grievant.
- The Union further contends that management failed to comply with prior Step B decisions and established local precedent requiring adherence to contractual safety obligations and proper processing of workplace violence and injury claims.
- The Union maintains that the evidence demonstrates repeated violations of the JSOV, Article 14, the Postal Service's Zero Tolerance Policy, ELM 665.16 and 665.24, and Handbook M-39 provisions requiring supervisors to foster mutual respect and a safe work environment.
- As a remedy, the Union requests:
 - that the grievance be sustained;
 - that Supervisor Cornelius be permanently removed from supervising city letter carriers directly and indirectly;
 - that Management cease and desist from violating the JSOV, all Zero-Tolerance policies, Article 14 of the National Agreement, ELM Sections 665.16, 665.24 and 432.712, and EL 801 via Article 19 of the National Agreement;
 - that Management give all employees stand-up training regarding workplace violence, Louisiana District Policy on Zero-Tolerance in the Workplace and the JSOV; and
 - that the Arbitrator grant such additional relief as deemed appropriate.

Position of the Service

- The Postal Service contends that the Union failed to meet its burden of proving any violation of Articles 3, 5, 14, 15, 19, or 21 of the National Agreement, the Joint Statement on Violence and Behavior in the Workplace (JSOV), or the cited handbook and ELM provisions.
- Management acknowledges that a workplace confrontation occurred on January 24, 2024, but disputes the Union's characterization of the Grievant as an innocent victim, asserting instead that the evidence demonstrates a mutual confrontation in which both the Grievant and Supervisor Cornelius engaged in inappropriate conduct.

- The Postal Service argues that it responded promptly and appropriately by initiating a Threat Assessment Team (TACT) investigation, obtaining witness statements, separating the participants, temporarily reassigning Supervisor Cornelius, and issuing discipline to both employees based upon the results of the investigation.
- Management contends that the JSOV and the Postal Service's Zero Tolerance Policy require an appropriate response to workplace violence, but does not mandate the automatic removal of a supervisor whenever a violation is alleged. The Service maintains that the corrective action imposed satisfied its contractual obligations.
- The Postal Service asserts that the Grievant actively contributed to escalating the confrontation by making inflammatory remarks toward Supervisor Cornelius and provoking the incident, and therefore cannot establish that Supervisor Cornelius alone was responsible for the events of January 24, 2024.
- Management argues that the evidence does not establish any failure to abate an unsafe working condition. It maintains that the PS Forms 1767 were timely investigated, appropriate responses were provided within the contractual time limits, and management reasonably concluded that no continuing workplace hazard existed.
- The Postal Service contends that it properly processed the Grievant's workers' compensation claim. According to management, the Grievant initiated her claim through ECOMP, the supervisor's portion of the CA-1 was timely completed upon notification of the injury, and any subsequent processing of the claim rested with the Office of Workers' Compensation Programs rather than local management.
- Management argues that the Union's reliance upon prior Step B decisions and arbitration awards is misplaced because those matters involved different factual circumstances, did not establish a contractual violation in this case, and did not support the remedies sought by the Union.
- The Postal Service further contends that the documentary record and testimony concerning the Grievant's prior workplace conflicts are relevant to assessing credibility and demonstrate that the January 24 incident was not an isolated example of one-sided supervisory misconduct, but part of broader interpersonal conflicts within the station.
- Finally, Management asserts that the Union's requested remedies, including permanently removing Supervisor Cornelius from supervisory duties, exceed an

arbitrator's authority, improperly intrude upon management's reserved rights, and are unsupported by either the National Agreement or the evidence. Accordingly, the Postal Service requests that the grievance be denied in its entirety.

X. DISCUSSION

The Joint Statement on Violence and Behavior in the Workplace ("JSOV") and Article 14 of the National Agreement establish the parties' mutual commitment to maintaining a workplace characterized by dignity, respect, and safety. In the JSOV, the parties expressly recognized that "there is no excuse for and will be no tolerance of harassment, intimidation, threats, or bullying by anyone." Those commitments are enforceable through the grievance-arbitration procedure. As National Arbitrator Snow observed, the JSOV is not merely a statement of workplace aspirations but an enforceable contractual obligation under the National Agreement.

The issue presented is not whether every disagreement between postal employees constitutes a violation of the JSOV. Workplaces inevitably experience personality conflicts, disagreements, and moments of frustration. The National Agreement does not require a workplace free from conflict, nor does it transform every heated exchange into a contractual violation. The Union bears the burden of proving, by a preponderance of the evidence, that the events giving rise to this grievance violated the contractual standards established by the JSOV and Article 14.

After considering the testimony, exhibits, and the record as a whole, the Arbitrator concludes that the Union has met that burden. Regardless of who first raised their voice, who uttered the first offensive remark, or which participant bears the greater share of personal responsibility, the confrontation that unfolded on January 24, 2024 was fundamentally inconsistent with the workplace the parties committed themselves to maintain. The exchange escalated into open hostility between a supervisor and a letter carrier, was witnessed by numerous employees, involved profanity and threats of physical violence, prompted employees to record the incident rather than continue working, and required repeated efforts by others present to restore order. Conduct of that nature falls squarely within the type of workplace behavior the JSOV was intended to prevent.

The Postal Service argues that the confrontation constituted mutual misconduct because both the Grievant and Supervisor Cornelius engaged in inappropriate conduct. The

Arbitrator agrees that responsibility did not rest with Supervisor Cornelius alone. Indeed, both participants were disciplined because of the confrontation. As detailed above, the Grievant was a recurring participant in much of the friction preceding January 24, 2024 and, on that day, contributed to the escalation by directing personal and provocative remarks toward Supervisor Cornelius concerning her deceased parents. Her conduct was inappropriate and weighs against any suggestion that she was merely a passive participant in the confrontation. It does not, however, excuse Supervisor Cornelius' response. A supervisor confronted with provocative or inflammatory behavior is expected to maintain professional composure and avoid becoming a participant in the escalation. Supervisor Cornelius instead responded with profanity and threats of physical violence. Thus, while the conduct of both participants contributed to the events of January 24, 2024, the confrontation nevertheless crossed the line established by the Joint Statement.

The Arbitrator has also considered Supervisor Cornelius' written statement that she "blacked out" during the confrontation and her explanation of that statement at the hearing. It is unnecessary to determine precisely what she meant by the phrase. Whether she was describing her emotional state, difficulty recalling portions of the incident, or simply her reaction at the time does not change what occurred. Whatever the explanation, Supervisor Cornelius lost her composure and became an active participant in an escalating confrontation when, as the supervisor, she was expected to exercise restraint and maintain workplace order.

The Postal Service further argues that its actions following the confrontation demonstrate compliance with its contractual obligations. The evidence establishes that management investigated the incident, obtained witness statements, involved the Postal Inspectors and the Threat Assessment Team, temporarily removed Supervisor Cornelius from the workplace, imposed discipline, and required workplace violence training. Those actions reflect a suitable response to the events once they occurred and are considered in evaluating the evidence. They do not, however, alter the conclusion that the confrontation itself violated the standards established by the JSOV. The contractual violation found in this Award rests upon the conduct that occurred on January 24, 2026, not upon management's subsequent investigation or disciplinary decisions.

The Union also contends that the Postal Service violated the National Agreement through its handling of PS Forms 1767. The evidence establishes that management received the forms, investigated the reported concerns, and issued responses. Although the Union disagrees with the adequacy of those responses, the record does not establish, by a preponderance of the evidence, that management failed to comply with its contractual obligations concerning the processing of the forms. Accordingly, the Union has not met its burden of proving a separate contractual violation with respect to the PS Forms 1767.

The same conclusion applies to the allegations concerning the handling of the Grievant's workers' compensation claim. The Grievant testified that she initiated her claim electronically through the Department of Labor's ECOMP system after she was not provided with paper copies of Forms CA-1 and CA-16. Management presented evidence that, upon notification of the injury, it completed its portion of the electronic claim and that the claim thereafter proceeded through the normal Office of Workers' Compensation Programs process. The evidence establishes that the Grievant successfully filed her claim and received Continuation of Pay benefits. The Union failed to meet its burden of proving that the Postal Service committed a separate contractual violation in the processing of Grievant's Forms CA-1 and CA-16.

The Union also alleges that management failed to comply with prior Step B decisions and Arbitration Decision G19N-4G-C 23243082/124-146-1093, in violation of Article 15.3.A, Article 19, and M-01517. The record does not support that claim. While Step B decisions may have precedential effect within an installation in subsequent similar cases, the decisions relied upon here do not involve circumstances sufficiently similar to the January 24, 2024 confrontation to establish a violation in this case. Arbitration decision G19N-4G-C 23243082/124-146-1093 involved a different grievant who, according to management, had never worked at the Algiers Station, and management produced evidence that the monetary remedy ordered in that case had been paid. The remaining decisions likewise do not establish an obligation that management failed to follow under the circumstances presented here. Accordingly, the Union has not proven a separate violation of Article 15.3.A, Article 19, M-01517, or the prior decisions upon which it relies.

Considering the record as a whole, the Arbitrator concludes that the Union established, by a preponderance of the evidence, that the confrontation between the

Grievant and Supervisor Cornelius on January 24, 2024 violated the Joint Statement on Violence and Behavior in the Workplace and, by extension, Article 14 of the National Agreement. That conclusion rests upon the conduct that occurred during the confrontation itself. The evidence concerning the broader workplace atmosphere has been considered only as background to the events giving rise to this grievance and in fashioning a remedy reasonably related to the violation established by this record.

AWARD

The grievance is sustained in part and denied in part.

The grievance is SUSTAINED to the extent that the Postal Service, specifically Supervisor Cornelliuss, violated the Joint Statement on Violence and Behavior in the Workplace and Article 14 of the National Agreement in connection with the confrontation of January 24, 2024.

The grievance is DENIED with respect to the alleged independent violations concerning PS Forms 1767, the processing of the Grievant's Forms CA-1 and CA-16, and the alleged failure to comply with prior Step B decisions or Arbitration decision G19N-4G-C 23243082/124-146-1093.

Remedy

The Postal Service, and specifically Supervisor Cornelius, shall cease and desist from violating the Joint Statement on Violence and Behavior in the Workplace, Article 14 of the National Agreement, and those handbooks and manual provisions incorporated through Article 19 that govern workplace conduct and violence prevention.

Within sixty (60) days of the date of this Award, Supervisor Cornelius shall complete training available through the Postal Service's MyHR learning system addressing Managing Difficult Workplace Interactions and Maintaining Professional Composure During Workplace Conflict, or substantially equivalent courses selected by the Postal Service.

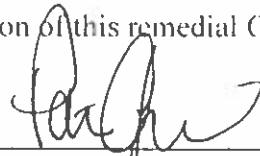
Following completion of the above training, Supervisor Cornelius shall prepare a separate ten-point summary of the principal lessons from each course, with emphasis on handling difficult workplace interactions, maintaining professional composure, and avoiding escalation. The summaries and certificates of completion shall be provided to the

Station Postmaster, the Labor Relations District Manager, and the NALC Region 8 National Business Agent, or his designees.

Within sixty (60) days of this Award, the New Orleans Postmaster, or designee, shall conduct a review of the workplace environment at the Algiers Station. The review shall include the conditions and recurring conflicts that preceded the January 24, 2024 incident, the circumstances surrounding the confrontation itself, and the workplace conditions following the incident. The purpose of the review is to identify factors contributing to conflict on the workroom floor and determine whether additional measures are appropriate to improve workplace relations and promote compliance with the Joint Statement on Violence and Behavior in the Workplace and Article 14 of the National Agreement. The review shall include consideration of supervisory and employee training, workplace violence prevention measures, conflict resolution practices, and joint efforts by management and the Union.

After completing the review, the Postmaster shall provide a written report to the NALC National Business Agent for Region 8, or his designee, describing the findings of the review and identifying any actions management will take in response. If the Postmaster determines that no additional action is necessary, the report shall state that determination and explain the reasons for it.

The Arbitrator retains jurisdiction for ninety (90) days solely to resolve disputes concerning the interpretation or implementation of this remedial Order.



Patricia S. Glover
Arbitrator

Alpharetta, Georgia
August 9, 2026