



I am proud to serve as General Counsel for what I believe to be one of the most innovative legal departments in the country. For a number of years, the lawyers at the United States Postal Service have been committed to expanding our legal services to incorporate the practice of preventive law, including the use of Alternative Dispute Resolution (ADR). This focus helps us to reduce unnecessary litigation, thus increasing both our efficiency and effectiveness. I know that my colleagues share my pride in our achievements.

One very notable success has been REDRESS, our EEO mediation program. It was designed to prevent litigation of employment disputes by offering a viable alternative to traditional case processing. It is a fast and fair process that benefits both employees and management because differences are often resolved quickly and communication between supervisors and employees is improved. Better communication leads to a lower incidence of misunderstandings and that paves the way for a more satisfied workforce.

Due to the success of REDRESS, which offers mediation for informal EEO complaints, we expanded our program to offer mediation of formal complaints and called it REDRESS II. This program has also proven to be highly successful.

I am committed to the expansion of our efforts in the practice of preventive law. The Postal Service is not shy about being a leader and breaking new ground. REDRESS and REDRESS II are shining examples of those efforts and we are excited about what the future holds. This web site is designed to inform the reader about our programs.

A handwritten signature in blue ink that reads "Mary Anne Gibbons".

Mary Anne Gibbons