

## Implementation Plan

U.S. Consumer Product Safety Commission/AFGE Local 3579

E.O. 13522, Creating Labor-Management Forums to Improve Delivery of Government Services

Introduction. On December 9, 2009, President Obama requested that agencies provide a report to the National Council on Federal Labor-Management Relations on their plans to implement the directives outlined in his Executive Order 13522 on Creating Labor-Management Forums to Improve Delivery of Government Services. This document furnishes the requested information for the Consumer Product Safety Commission (CPSC). Also, as requested, this report was prepared with the involvement and input of the Council of the American Federation of Government Employees, AFL-CIO (the Union). The CPSC is a small agency with about 500 employees. The Union represents all agency bargaining unit Headquarters employees except those excluded by law.

Baseline Assessment of Labor-Management Relations in the Agency. During the past several years, the agency and the Union have developed a constructive and cooperative relationship that has reduced administrative litigation (i.e., unfair labor practice charges, institutional Union grievances and negotiations impasses). Accordingly, the parties have agreed to continue to monitor these indicators, with any significant change from the current low levels indicating a need to reassess the situation and discuss corrective action. Additionally, the parties will periodically review the status of the agency's process for ensuring that the Union is pre-decisionally involved in agency initiatives affecting the workplace to determine whether adjustments in that process are necessary.

The agency plans to use question number 44 from the former Federal Human Capital Survey as a starting point for determining a baseline assessment of the current state of labor relations at the agency. Question number 44 asks employees whether they believe that complaints, disputes or grievances are resolved fairly within their work unit.

The agency also plans to use statistical information from the new Federal Employee Viewpoint Survey. While this new survey does not have any questions that specifically measure labor-management relations, the survey does question employee satisfaction in a number of areas. The survey will be one of the elements used to evaluate labor relations within the agency using the hypothesis that if employees are satisfied with their working conditions there will not be as many labor relations issues to address.

Establishment of Labor-Management Forums. The parties have drafted an agreement and are working together to establish a Labor-Management Council tailored to our unique organizational needs. The draft was based on a memorandum of understanding from July 1995 between the agency and the Union that established a charter for an agency Labor-Management Council. The Council, which will meet monthly, will have members from senior management and top Union officials. The agreement is expected to be finalized by the end of March 2010.

Through the Council we will recommit to supporting a cooperative labor-management group that will work together to allow the CPSC to meet our strategic goals while establishing a cooperative and productive forum for labor-management partnership.

Developing Metrics for Monitoring Improvements. The parties have agreed to work together, with the participation of the agency's strategic management staff to establish appropriate metrics to measure the success of the labor-management forums initiative. They have agreed to examine, as a minimum, use of the Office of Personnel Management employee survey, follow-up focus groups, development of supplemental questionnaires (to measure manager/employee satisfaction), and use of CPSC organizational assessments and performance and accountability reports as possible sources of metrics for assessing the initiative.

Resources. In view of the small size of the agency (approximately 500 FTEs), the parties expect that the commitment of resources (other than the time of the participants) necessary to continue and enhance collaborative labor-management relations will be relatively small. To the extent that additional agency resources are necessary, the necessary funds should be available from agency operating funds.