

GPO, like any successful business enterprise, has a strong support system to service its revenue-producing operations and customers. GPO's support system is comparable to those in most Federal agencies. The services delivered by the system are numerous, and provide a strong base for the revenue operations to rely upon.

GPO's support system consists of legislative liaison, personnel programs and practices, labor-management relations, contractual services, computer support, financial management and budgeting, auditing and investigative services, health, safety, and environmental services, legal counsel, employee discrimination complaint processing, and building and equipment maintenance and repair.

The Office of Congressional, Legislative, and Public Affairs, continued its support activities for the Office of the Public Printer throughout FY 1997. Tasks included the preparation of statements and speeches required for Congressional hearings and other testimony. The Public Printer delivered testimony before the House and Senate Appropriations' Subcommittees, the House Subcommittee on Government Information, Management, and Technology, and the JCP. In addition, the Office monitored progress on the legislative reform of Title 44 and hosted nearly 800 visitors representing foreign, educational, technical, and administrative organizations.

The Labor and Employee Relations Service was able to negotiate new supplemental agreements with two unions. The new agreements reflect most recent law and are more in tune with the current needs of not only GPO, but the employees. The Service handled fifty grievances at the third step and fifteen unfair labor practice charges, none of which resulted in the issuance of a complaint by the Federal Labor Relations Authority. This support office is also responsible for the coordination of the GPO's Blood Drive and the results of this effort continue to be one of the agency's most successful community outreach efforts.

The Office of Personnel initiated its Internet presence on GPO's home page, which now provides the full text of select vacancy announcements. A new database system was put in place for the Voluntary Leave Transfer Program.

This system has enabled the staff to keep track of a large number of paper documents, produce on-demand reports, and to provide a variety of automated correspondence. About 250 leave donor requests to 22 recipients were processed.

Personnel has expanded its Internet usage and is changing from "Personnet" to "Cyberfeds" in order to access and research laws, regulations, Comptroller General decisions, etc. The Personal Computer Lab was upgraded and reconfigured with Windows 95 and Windows NT operating systems. Courses are now given in system operation and administration, in Windows software, particularly Word Perfect and Office 97, and in mainframe applications.

There were about 2,100 instances of training for GPO employees, including 1,408 attendees at 39 different courses taught on-site by outside instructors and 17 taught by GPO employees. The remainder went to 154 off-site courses. Mandatory training for all employees was given on the Drug-Free and Alcohol-Free Workplace Programs. The programs were videotaped for use in the field offices. Apprenticeship and craft-related training programs continued in the Binding, Press, and Electronic Photocomposition Divisions, with 42 apprentices nearing graduation.

A Voluntary Early Retirement Program was offered throughout the Agency from November 1, 1996, through September 30, 1997. Fifty-nine applications were received of which 48 were approved for retirement, 6 were disapproved, and 5 withdrew. Scheduled retirement planning seminars had over 150 attendees.

The Occupational Health and Environmental Services (OHES) implemented a number of initiatives to include violence prevention, emergency preparedness, accident and injury reduction, and waste reduction. Extensive efforts were undertaken to assist GPO organizations to more efficiently comply with environmental regulations, reduce workers' compensation costs, and limit employee exposure to infectious risks in their work environment.

OHES provided extensive technical advice and guidance to a variety of GPO organizations on diverse issues. Among this assistance was a wide range of personnel selection related items, including structured interviewed questions, work

behavior checklists, rating scales, interviewer script, training, and pilot tests for a variety of GPO job titles, including the Equal Employment Manager, the Inspector General, the Fill-in Bindery Group Chief, and Documents' Supervisory Inventory Management Specialist. In an effort to improve the validity of all future personnel selections in GPO, an *Interviewer's Guide for Conducting Selection Interviews* was developed.

OHES further spent considerable time to help prevent accidents, illnesses, drug and alcohol and mental health problems. GPO's medical staff administered 1,167 influenza vaccinations for GPO employees and continued its efforts with tuberculosis testing. Other sponsored OHES events included the Tenth Annual Health Fair, World AIDS Day, and Federal Fitness Day. OHES established a regular meeting schedule with **Labor and Employee Relations Service** to address significant issues related to reducing injuries and illnesses and the resulting costs of workers' compensation.

Environmental activities included the submission of a detailed application to the District of Columbia for Clean Air operating permits for GPO press equipment, painting operations, gasoline dispensing, and the coordination of the continuing successful compliance with the Clean Water Act. GPO has maintained its wastewater stream within acceptable limits. The District of Columbia Government took GPO off its list of facilities requiring a discharge permit. Because of GPO's ground water remediation program, GPO saved several hundred-thousand dollars in remediation costs.

OHES responded to recent changes in the Resources Conservation and Recovery Act requirements for the removal and disposal of mercury-vapor containing lamps. In lieu of disposing lamps in the landfill and being subject to Superfund Amendment cleanup costs, it was determined to be in the best interest of GPO to dispose of them through a licensed recycling contractor. Low mercury containing lamps, that are Environmental Protection Agency (EPA) compliant, are being procured.

The GPO Fire Marshal has successfully revised our fire alarm procedures. These procedures ensure that all employees in an affected area

are provided sufficient notice to protect their lives. **Facilities Engineering Division** is maintaining the fire detection system to ensure proper operation and notification. This effort reduced the number of emergency responses to fire alarms from 60 in FY 1996 to 15 in FY 1997.

The **Office of Administrative Support** provides physical and personnel security, protective services, and automated information systems security; and administers programs on mail management, pay parking, copiers, directives and notices, paperwork and records management, subscriptions, travel management, and internal printing. During FY 1997, an automated system and related equipment for a new Photo Imaging Identification System was acquired and installed. This system represents the state-of-the-art photo imaging at half the cost of the old system. A security services contract for GPO's leased parking lots was issued and is now in operation.

The **Office of Inspector General** is responsible for preventing and detecting fraud, waste, and abuse as well as promoting economy, efficiency, and effectiveness in GPO's programs and operations. The Office of Investigations opened 69 cases and closed 98 cases during the year. Nine were referred to the Department of Justice for criminal prosecution, and four cases were referred for civil prosecution. Investigative savings to the Government exceeded \$464,000. The Office of Audits issued nine audit reports which questioned costs totaling about \$70,000.

The **Office of General Counsel** represents GPO in all legal matters both internally and in forums outside the agency. This included cases and matters before the Merit Systems Protection Board, Equal Employment Opportunity Commission, General Accounting Office, and GPO's Board of Contract Appeals. In addition to legal representation, the General Counsel responded to Freedom of Information Act requests, processed garnishment notices, and handled all other collection actions filed against GPO employees.

The **Engineering Service** provided support services to all GPO departments as well as maintained the integrity of Central Office building structures and local warehouses. In recent years, its workload averages about 35 Maintenance Job Orders and 20,000 Maintenance Service Calls.

Some major projects included the overhauling of an offset press, installing a pneumatic tube system, replacing rain leaders and windows, installing a new vacuum system to assist in dust control, and performing additional work on the new *Congressional Record* presses.

The **Office of Equal Employment Opportunity** (EEO) provides advice to the Public Printer in establishing, maintaining, and carrying out an effective EEO program, which includes the affirmative employment program, complaints counseling and processing, and the special emphasis program. The latter contains the Federal Women's Program, the Hispanic Employment Program, the Disability Employment Program, and the Community Outreach Program. In the Summer Youth Employment Program, 15 youths were afforded the opportunity to receive practical work experience. GPO's adopted schools are Woodson Senior High School and Sousa Junior High School. During FY 1997, 404 employees were counseled, of which 18 formal discrimination complaints were filed.

The **Office of Planning** evaluates major capital investment proposals and was instrumental in the submission of documentation to the JCP on two significant investments, specifically, the CTP system and a new computer mainframe. Both

requests have been approved for GPO action. The latter is critical if many of GPO mainframe systems are to be Year 2000 compliant.

The **Office of Information Resources Management** (OIRM) provides information management services to GPO organizations and performs feasibility studies to determine the need for GPO-wide information systems and programs. OIRM designs, develops, and maintains agency data processing, office automation, local and wide area networks, and telecommunications systems. A new regional procurement office system is in its early stages of development and expansion. Captured data on this system is batched daily and applied to OIRM's mainframe-based Procurement Control Information System. This new regional system is currently operating in three regional offices.

OIRM continues its revisions to GPO's payroll and personnel systems to meet the needs of management. A new personal computer-based system now tracks and reports on workers' compensation case information. GPO will be implementing an Alternative Work Schedule (AWS) in FY 1998. A pilot AWS project was initiated in the **Denver Printing Procurement Office** and OIRM programmed the necessary changes to allow employees to use an AWS arrangement.