DISTRICT MANAGERS AND POSTMASTERS

As we have seen over the last several weeks, the COVID-19 pandemic is having a drastic impact on the American people. During times of turbulence, however, the critical role of the Postal Service becomes abundantly clear. Throughout this crisis the Postal Service has continued to provide essential services to the American people as we deliver needed medicines, packages and important information to a worried nation. To be sure, the criticality of our mission extends to our retail facilities throughout country. Our retail facilities provide our customers with direct access to our vital services. In a real sense our retail outlets and post offices serve as gateway to the nation's critical infrastructure - binding together our communities and neighborhoods throughout the land. Never is our retail presence more important to the American people than during times of crisis and they are looking to us now not only for our services but also for some sense of normalcy amidst the tumult.

While we continue to provide our essential services to the American public, it is imperative that we do everything in our power to insure the health and safety of our most valued resource – our employees. This is especially so in our retail outlets where customers tend to gather in numbers. Consistent with prior messaging on these issues, the following measures and practices should already be in place. Should that not be the case, implementation must begin immediately and be completed no later than close of business tomorrow.

First as it pertains to social distancing:

1. The signage provided to our retail outlets regarding social distancing should be prominently displayed both inside and outside of our lobby doors.
2. Floor tape should be on the floor clearly establishing a queue line establishing boundaries between customers of six feet and also establishing three feet buffer zone between customers and the retail counter.
3. Floor tape should also utilized in the outer lobby and the outside sidewalk establishing six feet boundaries between customers to the extent feasible.
4. Where operationally feasible every other window station should be used and all clerks should have the script for customers previously distributed which reads, "Thank you for visiting our Post Office today. Please help us adhere to CDC guidelines and practice social distancing of 6 feet. Thank you for your cooperation."
5. If a customer is unable/unwilling to touch the CDU to respond to the Hazmat question, the clerks should be instructed to verbally ask the hazmat question, receive a verbal response and respond accordingly on the RSS.
6. As previously instructed please increase cleaning of frequently touched surfaces including the Self-Service Kiosk (SSK), Mobile Point of Sale (mPOS), Customer Display Units (CDUs), counters, PO Boxes, parcel lockers, door handles and knobs.
7. In addition to the above referenced measures, effective immediately please insure where feasible the installation of "cough/sneeze" barriers (e.g., Plexi-glass/shower curtains) to protect our employees.

In addition to the above referenced measure the following actions should already be in place for the protection of our employees and customers.   These actions include:

- The suspension of mPOS where it requires close customer contact.
- The suspension of Lobby Assistants where close contact with customers is required.
- The suspension of the Retail Customer Experience and passport fairs.
- Passport Acceptance by appointment only.

The American public is relying upon the Postal Service to fulfill its critical mission during this crisis and I have every confidence that our valued employees will continue to rise to that challenge – as they always have. As managers however, we must continue to do all that we can to keep our employees safe and healthy so that they can continue to provide the services that are so critical to the fabric of the nation.

I know I can count on you in this regard and thank you for your attention to this critical matter.