

SSA Script for Retail Units – State or Local Jurisdictions that Issue Mandatory Face Covering Orders – April 23, 2020

States and Local Jurisdictions that require wearing a face covering in retail establishments:

The Postal Service has modified a number of workplace behaviors to ensure that contact among our employees and with our customers reflects the best guidance regarding healthy interactions and risk minimization. In that regard, at our retail facilities we have implemented a number of measures to ensure appropriate social distancing, including signage, floor tape, “cough/sneeze” barriers, and the imposition of limitations, as appropriate, on the number of customers in our retail lobbies at any one time.

In addition, in an effort to be a good corporate citizen and to reflect the practices of the local communities of which we are a part, the Postal Service has made a voluntary decision to align with local and state ordinances that **require** use of face coverings during the Coronavirus Disease 2019 (COVID-19) pandemic. We are therefore requiring our employees to wear face coverings in locations with such ordinances and we are placing signage on the doors of our lobbies for customers to see that we are requiring social distancing and that a form of face covering should be worn by postal customers while they are in our retail lobbies. To be clear, however, because we do not believe such ordinances apply to, or are enforceable against, the Postal Service, we are not putting our employees or the organization in a position of enforcing the local or state ordinance insofar as our customers are concerned.

If a customer enters our lobby without a face covering in a state or local jurisdiction that **requires** use of face coverings in retail establishments during the COVID-19 pandemic, employees should proceed as follows:

- Direct the customer to the signage and politely ask them to comply by wearing a face covering while they are in the retail lobby.
- If adequate supplies are available, and the employee feels comfortable doing so, the employee can also politely offer a mask or face covering to the customer.
- If the customer chooses not to comply with the signage and the request, and does not to accept an offered face covering or mask, then the employee should go ahead and provide service to the customer, even if the customer does not have a face covering, given the other social distancing measures that we have in place.
- If for any reason the customer causes a disruption or becomes disorderly, the employee should notify their supervisor, and the supervisor should call local police or the Postal Inspectors as necessary.