



April 3, 2020

AREA VICE PRESIDENTS
DISTRICT MANAGERS
POSTMASTERS

SUBJECT: COVID-19 Delivery Operations Social Distancing

As we have seen over the last several weeks, the Coronavirus Disease 2019 (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 accept, process, and deliver needed medicines, packages and important information to a worried nation.

Delivery is one of the Postal Service's core missions, and our letter carriers serve a vital function that binds our nation together. Six to seven days a week, our carriers are in neighborhoods throughout the country. They become familiar faces in communities; their daily visits to America's homes and businesses are often eagerly anticipated. In addition to the critical service our carriers provide, their presence, particularly in times of crisis, provides the American people with needed assurance that the government is working and better days are on the horizon. In a real sense, our carriers serve as the touchpoint to the postal system, which is a part of the nation's critical infrastructure—linking together our communities and neighborhoods throughout the land.

While we continue to provide essential services to the American public, it is imperative that we do everything within our power to ensure the health and safety of our employees. With regard to our letter carriers in particular, it is imperative that we provide them with both the means and information to practice effective social distancing given their particular work methods and the ways in which they serve our customers.

Please ensure we have met with our local delivery union leadership to discuss potential scheduling and office setup changes which would create a work environment that promotes social distancing. The attached Memorandum of Understanding between the Postal Service and National Association of Letter Carriers outlines a list of changes that should be included in these discussions.

The American public is relying upon the Postal Service to fulfill its critical mission during this crisis, and in order to do so we need to rely on our letter carriers who serve as a vital touchpoint to our customers. I have every confidence that our 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.

A handwritten signature in dark ink, appearing to be "DE Williams", with a long horizontal line extending to the right.

David E. Williams

Attachment