

# Mandatory Stand-Up Talk

**Nov. 30, 2020**

## **Carrier pickup: COVID-19 response and prevention**

A rise in the number of COVID-19 cases has recently been confirmed across the country.

The safety and well-being of our employees is our highest priority, and we are continuing to follow recommended guidelines and strategies from the Centers for Disease Control and Prevention. We are also implementing additional measures to help maintain social distancing.

One significant measure being taken is the temporary modification of the handling of Carrier Pickup/MyPO requests. We recognize the close proximity and additional handling that occurs when employees must collect a package from a customer. In order to reduce health risks and increase our safety, we must comply with social distancing at all times. Therefore, we are adjusting our hand-to-hand contact procedures.

### **Residential Pickup**

- Postal policy requires you to wear a face covering when social distancing of at least six (6) feet cannot be maintained, and in public or in the public-facing parts of our workplaces, when required by local or state orders or directives.
- Always allow a minimum of six (6) feet between you and the customer when collecting packages.
- Avoid ringing the doorbell. When possible, knock on the customer's door, avoiding areas that may be frequently touched.
- Politely ask the customer to place the package(s) outside the door or in a mail receptacle if available. Ask the customer to step back a safe distance or close the door so you may collect package(s).
- Use the MDD/MDD-TR to scan the mail piece barcode(s) "Accepted."

### **Business Pickup**

- Postal policy requires you to wear a face covering when social distancing of six (6) feet cannot be maintained and when required by local or state orders or directives, and in public or in the public-facing parts of our workplaces when required by local or state orders or directives.
- Advise customers to maintain a 6-foot minimum distance when picking up mail. Always comply with social distancing guidelines.
- When approaching designated pickup locations, keep a safe, appropriate distance.
- Politely ask the customer to place package(s) in designated locations or in a mail receptacle if available to prevent hand-to-hand contact.
- Use the MDD/MDD-TR to scan the mail piece barcode "Accepted."

It's important to remember that the best defense against sickness is good personal hygiene. Practice good respiratory etiquette and hand hygiene. Regularly wash your hands for at least 20 seconds at a time or use hand sanitizer. Cover your mouth when sneezing or coughing, using your elbow or a tissue, and then discard the tissue if you use one.

Thank you for your attention.

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