

CONSUMER ADVOCATE & CUSTOMER RELATIONS



January 19, 2021

Lawrence Faust Berg
[REDACTED] Helen Street Unit B
[REDACTED]

Dear Mr. Berg,

Thank you for contacting the United States Postal Service regarding our Customer Face Covering Policy in retail lobbies.

The Postal Service is an entity of the Federal Government, and the provision of postal services to the American people is designated as an essential function under federal law.

Keeping our employees and customers safe and healthy is our highest priority. The Postal Service has modified a number of workplace behaviors to ensure that contact among our employees and 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 COVID-19 (Coronavirus) pandemic. We require 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.

Therefore, if a 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, given the other social distancing measures that we have in place.

Thank you for the opportunity to address this matter with you. I hope this information is helpful.

C. Robinson
Customer Experience Specialist
Office of Consumer Advocate