



March 2020

Dear Valued Postal Industry Customers:

During these challenging and unprecedented times, I want to express my sincere gratitude to you—our industry and business customer partners—for your collaboration and support as we all continue to deliver for the American public. Throughout the last several weeks, the lives of the American people have changed dramatically as the nation responds to the coronavirus pandemic. In the midst of this upheaval, one constant has been, and will continue to be, our commitment to fulfilling the vital mission of the United States Postal Service.

The continued provision of postal services to the American people is designated as an essential federal function, reflecting the criticality of the public service we provide. Whether it be letters or packages containing needed medicine, goods, benefit checks, test kits, or important information, please know that our employees continue to deliver every day for the American people. It's during difficult times like these where the true value of the postal system to the fabric of our nation is most evident. I have seen how the Postal Service's presence brings a sense of comfort to our communities and a feeling that normal times are not far away.

We are fully committed to being a source of consistency and reliability for you and your business throughout this national emergency, and to ensuring that you can confidently depend upon our mail and shipping channel as an effective means of reaching all of your customers.

We are working closely with federal, state, and local authorities to ensure that our continued operations during this time of national emergency are conducted in a manner that protects the safety of our employees and the public.

In this regard, I would like to share with you some measures we are implementing in response to the COVID-19 outbreak:

- Keeping our employees safe: Our ability to deliver and function starts with the health and well-being of our employees. We are working closely with the Department of Health and Human Services (HHS), the Centers for Disease Control and Prevention (CDC), and other public health officials to ensure that we have their latest guidance. We are sharing the latest information throughout our organization via video, email, internal newsletter, stand-up talks, and through our HR functions—and we will continue to do so. We are encouraging healthy behaviors and protocols, and encouraging any employee who feels they are sick to stay home. And, have worked with our unions and management associations to temporarily expand leave options for our employees. To date, there have been relatively few employees who have tested positive for COVID-19.
- Keeping our customers safe: The CDC, the World Health Organization, as well as the U.S. Surgeon General have all said that there is very low risk that this virus is being spread through mail, which should be a comfort to us all and to the public. We are additionally reinforcing workplace behaviors to ensure that contact with our customers reflect the best guidance regarding healthy interactions, social distancing, and risk minimization. We are also adapting procedures to ensure that we are able to serve all locations effectively and without interruption. We intend to act calmly and consistently based upon the advice of the medical and public health professionals.

- Network integrity/continuity of operations: We are aggressively monitoring all aspects of our business operations and functions, and we are highly confident in our ability to process and deliver the nation's mail and packages throughout this emergency. We do not expect disruption or degradation in the services we provide. As an entity of the Federal Government, providing a critical government service, such as delivering vital goods—including medicine and health-related necessities—and other important items, the Postal Service intends to continue to perform our mission in communities or localities that find it necessary to adopt "lockdown" or movement restriction measures. If for some reason we need to curtail operations in a particular facility or area, activation of localized continuity of operations plans will be implemented to provide required support—similar to planning we implement in the wake of strong hurricanes, flooding, wildfire, and other disruptive events. Following our normal protocol, we began daily operational assessments and responses as the situation in China was first identified. We have also formally set up a dedicated officer-staffed COVID-19 Response Command structure, which is being led by Kristin A. Seaver, our Chief Information Officer and Executive Vice President, who will serve in this role on a full-time basis during this pandemic, as will the other officers assigned to the team. This team is coordinating organization-wide efforts to respond to evolving conditions, and to anticipate and prepare for customer and community needs throughout the country.
- Business impacts: The Postal Service is undertaking all reasonable measures to minimize impacts to our business customers. We have experienced only minor operational limitations, almost entirely related to international flow of mail resulting from logistical constraints. With regard to our overall business, we are seeing some changes due to the fact that many more people are now working from home or spending more time in the home.
- Open channel of communications: As our team is focused on our employees, our customers, and the execution of our core mission, I ask that you leverage existing communication mechanisms to get the most current information. Because this is an unprecedented situation, we are also augmenting our existing industry communications processes to ensure that we provide you with frequent accurate updates concerning our plans and thinking, as events dictate. If you have questions, issues or concerns, I ask that you leverage industryfeedback@usps.gov. Please place COVID-19 in the subject line. We have established a dedicated team to get you answers and build FAQs for posting to all in the industry.

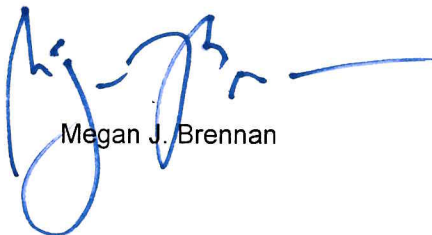
As we move forward collaboratively through the challenges posed by COVID-19, the health and welfare of you, your businesses and your customers, and our collective industry is very much top of mind.

Many of us have worked together before through other challenging situations, and I am confident in our resilience and ability to overcome this national emergency.

Be assured the Postal Service is focused on our service mission, processing and delivering your mail and packages, and meeting the immediate and evolving needs of American citizens and businesses.

Thank you for your continued leadership and dedication to our industry.

Sincerely,



Megan J. Brennan