

Mandatory Stand-Up Talk

May 18, 2018



Refrain, Report, and Resume

Protect yourself; protect the Postal Service; and protect the brand

In today's digital world, roughly 80% of Americans own a smartphone. This means almost everyone has a camera. It also means individuals have the ability to film postal employees and our postal facilities.

In many places, we've seen instances of individuals filming outside our postal facilities. It appears some of these people are now moving inside, to our postal lobbies, capturing video and photos of activities there. This action is occurring around the country and involves a wider group espousing First Amendment rights, especially around government buildings, such as Post Offices.

Here are guidelines to follow, if you see someone filming at a postal facility – either outside or inside the facility.

Just remember the Three "R"s – Refrain, Report, and Resume – three simple steps.

Refrain: Simply put, don't take the bait. The goal of this group is to elicit a response from postal employees or managers, law enforcement, and others, in order to record video of confrontations and post them on social media sites. No one – Retail Clerks, Supervisors, Managers, or Postmasters – should approach these individuals.

- ✓ Do not insist they stop filming or state that they are in violation of the law.
- ✓ Do not ask their name or who they represent.
- ✓ Do not demand they leave the premises.
- ✓ Do not engage in a debate with them or answer any questions they may ask you.
- ✓ Employees should avoid using their own personal smartphones to record any interactions.

Report: Immediately report any individuals filming in or around a facility. Craft employees who observe this behavior should notify their Supervisor or Manager. Management employees should immediately call the Inspection Service hotline at 1-877-876-2455. Calls to local law enforcement (911) should only be made if the person is interfering with operations or if immediate safety or security concerns arise.

Resume: All employees should resume their normal duties, ignoring any individuals filming in a lobby or outside a facility, and instead let law enforcement handle the situation. Law enforcement has the lead, so be sure to simply observe, report, and wait for help to arrive.

The safety and well-being of employees and customers is of primary importance. Follow these guidelines – refrain from interacting; report any instances immediately; and resume your normal work duties. Thank you for helping us to protect our people and our postal brand.