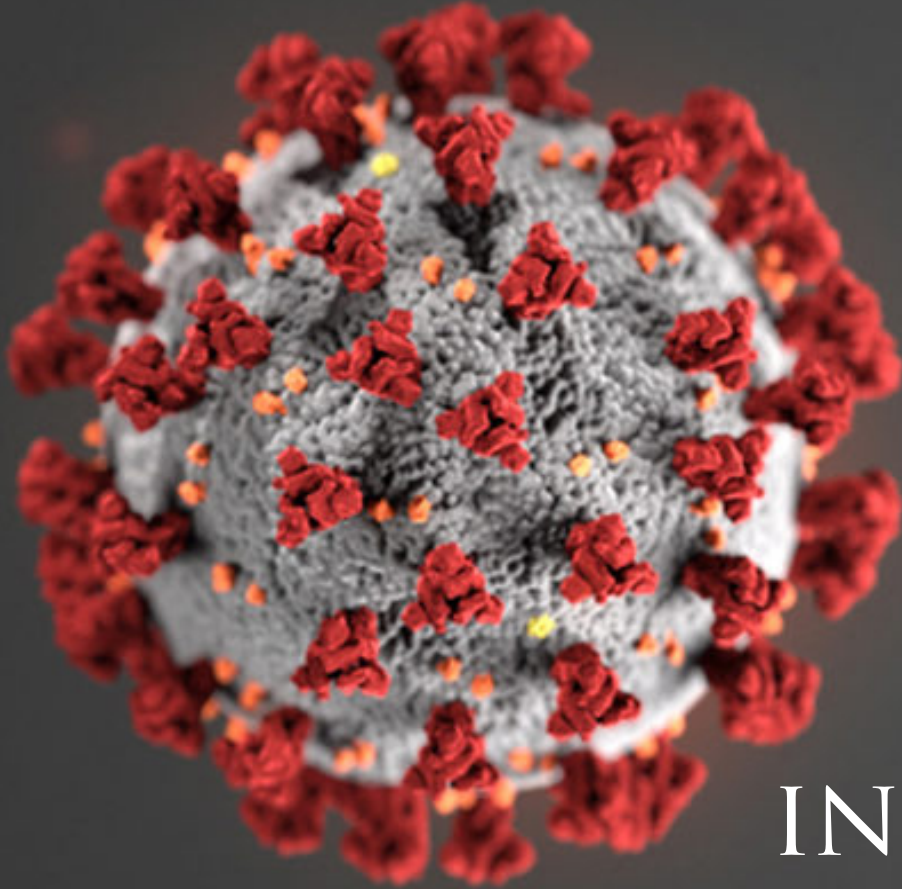


JGW GROUP



*MAIL  
HANDLING  
SAFETY*

IN THE AGE OF COVID-19

MAIL HANDLERS SAFETY AND SECURITY TRAINING SERIES

# Introduction

## Keith James – Training Director

**JGW's nationally recognized, best practice-based, mail center safety and security training program provides administrative, security and first responder personnel tasked with handling incoming mail or packages and responding to mail born threats with the knowledge and understanding needed to rapidly identify and safely respond to mail borne threats.**



# Mail Handling Safety in the Age of COVID-19

## Agenda

- Introduction
- Understanding COVID-19
- How does COVID-19 Impact Mail and Delivery Operations?
- How Does the Virus Impact the Mail Center?
- What is the Threat to Mail Center Personnel?
- How Do We Respond?
- Open Questions

# Understanding COVID-19

- Why is this different than past events impacting mail services?
  - Rapid spread
  - Inability to rapidly identify threat
  - Continuous coverage
- How is it transmitted?
  - Direct contact with others
  - Indirect contact with virus contained in droplets or left on surfaces
- Can it be transmitted by mail or package delivery?
  - Undetermined – while possible, this is highly unlikely

# How Does COVID-19 Impact Mail and Delivery Operations?

- USPS
  - Following CDC guidelines
  - Service disruptions
  - Protecting mail service personnel
  - Overseas shipments
- Commercial Carriers
  - Continued service
  - Guarantee suspension
- Private Carriers
  - Wild card

# How Does the Virus Impact the Mail Center?

- Personnel?
  - Social norming – not as easy as it sounds
  - Mandatory and self-imposed quarantine
  - Shifting paradigms in the work center
    - Change in staffing
    - Change in task
- Operations?
  - Modifying protocols – changes should be in writing, not just verbal
  - How does “work from home” impact mail operations?
  - Getting corporate buy in

# What is the Threat to Mail Center Personnel?

- Who is at risk?
  - Older personnel
  - Individuals with pre-existing health conditions
  - People living in densely populated areas
  - Individuals dependent on mass transit
- How do we reduce the potential for exposure?
  - Reduced staffing
  - Social distancing
  - Proper use of PPE
  - Minimize contact with others during receiving and delivery operations

# How Do We Respond

- Can we make social distancing work in mail operations?
  - Yes - but this may require some creative thinking on your part
  - Delineate specific work and waiting areas – mark with tape and signs
  - Modify protocols to enhance social distancing – limit/rotate personnel at screening and sorting stations
  - Eliminate/modify signature requirements
  - Put all changes in writing!



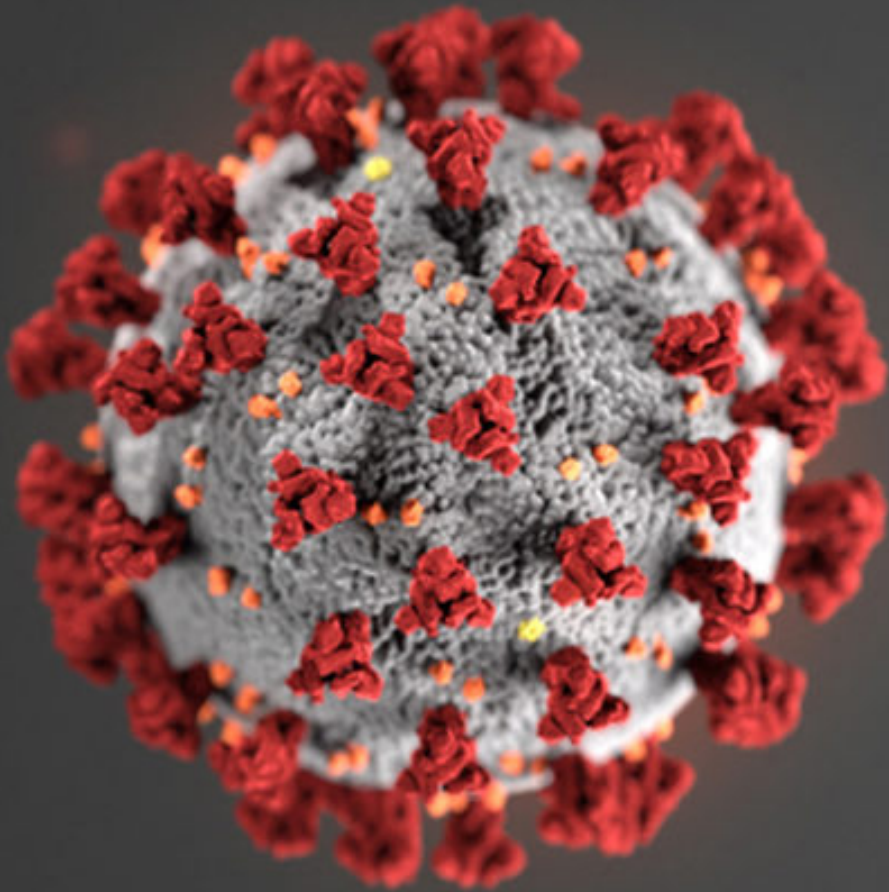
# How Do We Respond

- Does personal protective equipment – PPE – help?
  - Other than social distancing, PPE is the most effective way to prevent exposure
  - Understanding capabilities and limitations of the equipment is paramount
  - Train, practice, observe
  - Minimum PPE – nitrile or latex gloves, respirator, eye protection
    - Gloves
    - Respirator / Mask
    - Eye Protection

# How Do We Respond

- What steps can I take to protect my team while continuing to provide service?
  - Stay informed
  - Validate information
  - Update and reassure your team daily
- How do we guard against rumors and misinformation?

# Questions



# References

- Centers for Disease Control and Prevention - [www.cdc.gov](http://www.cdc.gov)
- CDC – FEMA - [www.coronavirus.gov](http://www.coronavirus.gov)
- USA.Gov – [www.USA.gov/Coronavirus](http://www.USA.gov/Coronavirus)
- State Resources

# Introduction

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**Established in 1980, JGW Group specializes in business support; including Marketing & Sales, Business Development, Strategic Development, Contractual Planning, Proposal Preparation, New Equipment Fielding and Training, and Mail Center Safety and Security Process Development and Training.**

