



Mail Delivery Guidance During COVID-19 Stay-At-Home Orders

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Issue

Before Stay-at-Home order, most Service Centers, Offices and other facilities managed their own mail and packages. During the pandemic, mail service may have been minimized or inadvertently abandoned at those facilities with many employees working remotely. We are seeing the following issues with abandoned mail:

- **Safety:** Leaving packages in hallways creates safety hazards
 - **Compliance:** Potential violations associated with delayed or unanswered mail, such as regulatory notices with action deadlines or other sensitive correspondence
 - **Privacy and Fraud:** Paychecks, credit cards and items containing PII left out in the open
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Background

Standard industry best practice for mail distribution at company facilities is a self-service model.

Corporate Real Estate Strategy & Services (CRESS) does not manage US Postal Service mail distribution nor other deliveries (UPS, FedEx, etc.), with the exception of the San Francisco General Office (SFGO) and Bishop Ranch. All other PG&E facilities require the occupant Lines of Business (LOBs) to create a process that works best for them.

Action Required by LOB leaders

Each LOB must include a process for mail forwarding or return mail in their Business Continuity Plan. For all facilities that do not currently have a system for mail distribution, LOB leaders must formulate a plan to either:

- a) assign responsibilities to one or various individuals who work out of the location to ensure mail is being delivered timely, or
- b) let employees know that they are responsible for their own mail pick up

Next steps:

- LOB leaders from the facility should schedule a meeting to discuss the mail delivery process and develop a solution
- LOB leaders from the facility should inform the respective occupants about the agreed upon mail delivery process

Items to consider for the communication:

- Indicate agreed upon mail delivery process for the facility and remind employees about Safety, Compliance and Privacy
 - Reinforce that employees working from home should arrange for mail and packages to be delivered to their home address and should not have personal packages sent to work
 - For mail that is delivered to the facility, request employees to include name, desk/office #, and floor # on shipping address
 - Instruct employees to check for mail, packages, etc. frequently if they are expecting items and to notify their leader when there is unclaimed mail at their facility
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More information

[Corporate Real Estate Strategy and Services Standard](#)
[Common Space Etiquette and Building Use Standard.](#)
[5 MM on Records Management While Working Remote.](#)