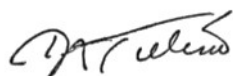


**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
AMERICAN POSTAL WORKERS UNION, AFL-CIO**

Due to unexpected large call volumes during the Coronavirus (COVID-19) pandemic, the parties agree to the following with respect to the IT Service Desk during the temporary period covered by this MOU:

- In the event call volume is such that wait time reaches 15 minutes, the IT Service Desk may be supplemented by contractors who will be permitted to respond to service calls.
- On each tour that contractors respond to IT Service Desk calls, Management agrees to utilize all overtime desired lists for the IT Service Desk for that tour to the maximum extent. All employees on the overtime desired lists for the particular tour on which a contractor is used (including the applicable Off Day overtime desired list) shall be offered opportunities for overtime.
- Bargaining unit employees on the IT Service Desk may be asked to respond to inquiries via documented e-mails.
- This MOU is not precedent setting and shall not be cited in any forum other than to enforce its terms.
- Upon expiration of this MOU, all contractor supplementation of the IT Service Desk will cease and all work will be returned to the bargaining unit.

This MOU will expire May 11, 2020. The parties will revisit this issue immediately prior to this MOU's expiration to determine if extension is appropriate.



4/1/2020

Doug A. Tulino
Vice President, Labor Relations
United States Postal Service



4/1/2020

Mark Dimondstein
President
American Postal Workers Union, AFL-CIO