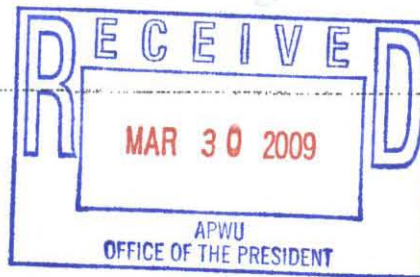


JOHN E. POTTER
POSTMASTER: GENERAL DELIVERY



February 23, 2009

OFFICERS
PCES MANAGERS

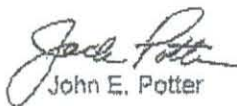
SUBJECT: Collective-Bargaining Agreements—Our Bond with Our Employees

These are difficult times. The Postal Service, like every other element of the economy, is working through challenges unlike any it has faced in generations. While no one can predict when a recovery will occur, this much is certain: success in today's environment requires flexibility, innovation, and willingness to find better ways of doing everything we do.

I appreciate your leadership in adjusting quickly to the extreme economic pressures we have faced over the last 15 months. This has been a testament of our unwavering commitment to our customers—raising service to new heights as we continue to bring costs down and develop and pursue new revenue opportunities. It has also been a demonstration of what is possible through the combined and focused efforts of employees throughout the organization—in all positions and at every level.

Our bond with our employees has never been more important than it is today. That bond is represented by the collective-bargaining agreements with our unions. As we adapt to a dynamic and dramatically changing environment we will, by necessity, bring even more change to our business. But one thing cannot change: our adherence to the provisions of our labor agreements. They are our word. They are our pledge of fairness to our employees.

It is up to each one of us to make sure that the changes we bring to the organization are changes for the better. Respecting and protecting the provisions of the collective-bargaining agreements will help us to do that.


John E. Potter