



January 29, 2008

Managers, Customer Services

This memorandum is to reaffirm my position on professional conduct and how we communicate with our employees. With over 1,800 employees in the San Francisco Post Office, I seek to maintain a viable business culture where all employees are respected and valued. As the Postmaster, I am fully committed in treasuring the uniqueness of our employees to fostering their commitment to customer service through our initiatives. Simply stated, we respect every individual; treat everyone with dignity and respect, and recognize and account for their performance.

As managers, it is essential that you set the example and ensure that your work environment is free from harassment and unprofessional conduct. Harassment, intimidation, threats, or bullying by anyone is inexcusable and will not be tolerated. There is zero tolerance on misconduct towards our employees, peers, managers, and customers.

While certain behaviors can lead to corrective action, my emphasis and intention is to create awareness before situations become crises and to provide a professional workplace environment.

Please sit and share my views with each and every supervisor with certification of completion by Friday, February 15, 2008 to Eddie Masangcay.

Noemi Luna
Postmaster