



The primary directive of Postal Palm Springs is that of a Private Mailbox Service and a Shipping facility; As such Postal Palm Springs provides Professional Packing Services, Parcel Shipping or Receiving Services and Mail Distribution to our Private Mailbox Customers.

Due to the Postal Palm Springs Private Mailbox Service and the Postal Palm Springs Shipping and Receiving Services, Postal Palm Springs maintains temporary custody of our Customer's parcels (mail and packages) until they are retrieved by the Carrier, in the case of outgoing, or by the Private Mailbox Customer, in the case of incoming. The value, whether a monetary value or a personal sentimental value, of the parcels in the temporary custody of Postal Palm Springs is an undisclosed and infinite value.

Due to the undisclosed and infinite value of numerous parcels in our temporary custody it is the obligation of Postal Palm Springs, and of each Team Member to continually secure the Mailroom and it's content to ensure the safe keeping of these parcels on our customer's behalf, whether incoming or outgoing. No one other than Postal Palm Springs Team Members are allowed in the Mailroom, with an exception made for Passport Photo Customers.

## **The Postal Palm Springs Restroom**

From time-to-time Customers may ask if there is a public restroom available for their use. Unfortunately, Postal Palm Springs does not offer a public restroom. Our restroom is for Postal Palm Springs Team Members and our Carriers only. The Postal Palm Springs Mailroom maintains an insurance policy which requires our mailroom to be secure and restricts unauthorized and persons from entering the mailroom.

## **Passport Photos**

Customers requesting a passport photo may utilize the Office/Passport area of the Mailroom only, and only while supervised by a Postal Palm Springs Team Member. Customers may not wander to other areas of the Postal Palm Springs Mailroom and may not tamper with parcels stored in the Mailroom. When taking Passport Photos, the use of the Passport area is restricted to one Customer at a time, unless a parent or guardian with a small child or infant. All other members of their party must wait in the Postal Palm Springs retail area.

## **The Mailroom backdoor**

The back Mailroom door must remain closed and always locked, whether that be the gate or the door. In the event the back Mailroom door is required to be opened, such as during a Carrier visit or a PMB Curbside, the Team Member opening the door will be held responsible to monitor the door and ensure the security of the Mailroom content is not compromised.

## **Exceptions**

On rare occasions, the Owners may need to waive the policy, but the owners take full legal and financial responsibility for the security of all parcels stored in the Mailroom. Team Members do not equally possess this right or responsibility.

# Maintaining a Secure Mailroom Policy

---



Maintaining a secure Postal Palm Springs Mailroom is a management requirement in compliance with the terms and conditions of the insurance policies maintained by the Owners of Postal Palm Springs. Failure to maintain a secure Mailroom is an operational risk which potentially creates both financial and reputational risks. Failure to comply with this policy will not be tolerated, Team Members who fail to follow this policy will be subject to disciplinary action, up to and including termination.

## Maintaining a Secure Mailroom Acknowledgement Form

I, \_\_\_\_\_, acknowledge that I have received and read the Postal Palm Springs Maintaining a Secure Mailroom Policy. I understand this policy is meant to enhance the security of our Mailroom and our Customer's content stored within the Mailroom. By signing below, I acknowledge that I am aware of the Postal Palm Springs Maintaining a Secure Mailroom Policy.

Signature:

---

Name (print):

\_\_\_\_\_ Date: \_\_\_\_\_