



Customer Relations Guidance

For use when speaking with the public and employees about:

Photography and Filming on Postal Property

Background: There are specific rules and regulations pertaining to photography and filming on Postal Service property. There are general regulations that cover different types of activities that are contained in the code of Federal regulations and summarized in Poster 7, which should be posted in Post Office lobbies. These include:

- Disruptive activities which tend to impede or disturb the transaction of postal business are prohibited, whether they occur on the interior or exterior of facilities. 39 CFR 232.1(e).
- Public assembly/address, leafleting, picketing and/or demonstrating are not permissible in lobbies or other interior areas of postal facilities. 39 CFR 232.1(h)(3).
- Regulations apply to postal property, including the walkways leading to postal buildings.

Questions regarding photography and filming on postal property are covered here:

Can someone conduct photography/filming inside postal facilities?

No. Any photography or filming inside postal facilities must be approved in advance by management. Any media requests should be referred to Strategic Communications.

Can someone conduct photograph/filming outside of postal facilities?

Yes, as long as they are not on postal property. We cannot prevent photography taking place on public property, provided it does not impede or disrupt postal business operations.

Can someone film a scene for a short film or independent film on postal property?

Not without written approval. Any Postal Service employee receiving a request from an individual, business, or other organization to film on postal property must direct their request to Rights and Permissions for consideration and handling at permissions@usps.gov.

How should I respond if approached by news station working on a story or requesting access to film onsite at my postal facility?

The most important step when receiving a media inquiry, request for information, or request for comment is to refer the media representative to the proper person. All media requests for official comment should be referred to Sean Hargadon in Strategic Communications at 630-539-4835 (work), 630-234-9064 (cell), or sean.p.hargadon@usps.gov.

How should I respond if I see someone taking photos or filming on postal property?

You should contact local authorities and notify the U.S. Postal Inspection Service about the incident.

How should I respond if I see someone taking photos or filming on public property?

They are not violating the law, but you can take note of it, and avoid being confrontational.

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