

March 25, 2020

Dear Colleagues,

As COVID-19 continues to pose multiple challenges, I want you to know that we are communicating with Canadians about changes we are making and changes we are asking them to make so that together we can help keep you and our communities safe.

Earlier this week, we issued a national news release outlining several new safety measures that Canadians can expect to see in our post offices and in how we deliver items as we continue to serve communities across the country. You may also see these messages on social media and hear them on the news, including your local radio stations starting this week.

I've outlined these efforts below so you can stay updated and informed on what we're doing to help protect you during this difficult time.

Retail changes

In many of our post offices, we've reduced our hours of service, opening one hour later and closing one hour earlier. We're offering priority service to the elderly and to those with compromised immune systems, and we're suspending our 15-day hold period for people picking up their parcels. For those of you who work in our post offices serving customers, we want to remind you how important it is to practise physical distancing – it is an effective measure that can help keep you safe.

We have respectfully asked customers to practise physical distancing as well, by spacing themselves two metres apart when in line. We'll be providing floor decals and barriers at the counters to increase safety. We are also encouraging customers to pay via tap, though we will still accept cash payments.

Delivery changes

To avoid overburdening you, we have let Canadians and businesses know that we have suspended our service guarantees for all parcel services until further notice.

We've also communicated the need to reduce customer traffic at our post offices and to minimize contact between our delivery agents and customers. This is why we have introduced our new Knock, Drop and Go policy in which we will knock or ring the doorbell, leave the item outside and move onto the next address. This new process includes signature items, with the exception of Proof of Age, Proof of Identity and Customs Owings items. Those will automatically be transferred to our post offices.

To further protect you, we've asked Canadians to please give those of you who are out in the field more physical space, especially during the delivery process to homes and to community mailboxes, and to be respectful as you work hard to serve them. But we've also made sure they know that offering a simple wave or smile would be much appreciated.

Thank you

I would like to end by saying thank you, with a special acknowledgment for those who are working in our plants, depots and on the frontlines. You are doing an incredible job during this extraordinary time. I want you to know that we will continue to follow the guidance of the Public Health Agency of Canada when it comes to creating new safety measures that can help keep you safe, which remains our top priority.

Again, thank you all for your patience and perseverance. I know we will get through this.

Sincerely,

A handwritten signature in black ink that reads "Doug". The signature is written in a cursive style with a large, looped 'D' and a trailing flourish.

Doug