

CEO Update

September 20, 2021



Updates on vaccinations, safety measures and rolling back temporary measures

As we head into the busy fall season, I'd like to briefly bring you up to date on what's been happening at Canada Post, and what will be happening. But first I'd like to take a moment to personally thank those of you who have been vaccinated or are in the process of getting vaccinated.

As public health experts tell us, vaccines are the most effective tool we have to fight against COVID-19. So thank you for helping to reduce the risk of COVID-19 to yourself, your family, your colleagues and community.

For those of you who are able to get vaccinated but have not done so, I encourage you to do so as soon as you can.

Vaccination mandates

As you know, the Government of Canada is requiring members of the federal public service to be vaccinated and this mandate extends to Crown corporations like ours. We currently have a team gathering more information from the Government and working closely with our bargaining agents to work out what this mandate will mean for our people.

Let me assure you that we recognize some people are unable to be vaccinated and may need to be accommodated. I would also like to stress that information regarding an employee's vaccination status will be collected in compliance with the *Privacy Act*. We will always respect your privacy.

We will also keep you informed. As soon as we know more about this new vaccine policy, we will update you.

Safety measures continue

I would like to clarify that regardless of vaccination status, our safety measures remain in full effect. Face coverings or medical masks must be worn in all parts of our facilities at all times. They must also be worn when employees are working in non-Canada Post facilities.

Along with face coverings, employees must continue to always stay two metres apart from each other and from customers.

Finally, everyone needs to assess their health before entering a facility and to stay home if feeling sick. These measures are so important, especially as we head into peak.

Rolling back COVID-19 measures safely

Safety will always remain our top priority. It's the guiding principle that's enabled us to find ways to gradually roll back some of the temporary COVID-19 measures we adopted across our operations last year.

For instance, we are safely resuming the delivery of Proof of Age, Signature items and Customs Owing items. The revised process includes delivering items to the door of homes that have their own outdoor entrance, where delivery agents can stay outdoors to perform the delivery. After a successful pilot, we have updated the process to minimize contact between employees and customers through verbal signature and other safety measures.

We have adapted our work centres and are confident in our network capacity to process the volumes, so we have also resumed On-time Delivery Guarantees for parcels shipped within Canada. This guarantee applies to our current delivery standards, which had been extended by one day last September. International on-time delivery guarantees remain suspended for now.

The decision to roll back any temporary measure is never taken lightly. We are assessing each rollback against the guidelines established by the Public Health Agency of Canada and in accordance with provincial direction around COVID-19. We will be constantly assessing each change, making sure your safety is protected.

Once again, I thank you for all you are doing to keep yourselves and each other healthy, and for helping us ensure a stronger Canada – delivered.

As always, please stay safe.

Thank you.

A handwritten signature in black ink, appearing to read "Doug".