



Summary: Canada Post's second submission to the IIC

Urgent changes needed to secure a vital national infrastructure for all Canadians

Canada Post has made a [second written submission](#) to the Industrial Inquiry Commission (IIC), which is examining key issues in the collective bargaining dispute with the Canadian Union of Postal Workers (CUPW) as well as the company's broader financial situation and competitiveness.

Delivered to the IIC in advance of two more days of hearings on February 19 and 20, the submission lays out the need for urgent changes to Canada Post's collective agreements with CUPW as well as the outdated regulatory and policy regime in which the company operates.

These changes are needed to close the gap with Canada Post's competitors while remaining an industry-leading employer committed to serving all Canadians in a financially self-sustaining manner.

A more flexible operating model

Built for a time when letter mail was Canada Post's primary business, the legacy staffing and delivery models in Canada Post's current collective agreements with CUPW are too rigid to let the company compete effectively, grow its business or remain financially self-sustainable today.

Canada Post is proposing incremental changes to help the company transition to a more flexible, efficient and cost-effective operating model that would better serve Canadians while still providing the desirable, fair and safe employment that its employees expect. These include:

- More flexible staffing models for both weekend and weekday operations, which includes the ability to modify delivery routes and redistribute work based on actual volumes;
- Moderate wage increases and changes to employee leave, pension and retirement benefits that maintain Canada Post's place as an employer of choice while helping contain costs.

An updated, modern regulatory and policy framework

The current regulatory and policy framework governing Canada Post's operations is affecting the company's ability to respond to the evolving needs of Canadians in a financially sustainable way.

Urgent review and changes are required to protect Canada Post's longstanding role as a vital national infrastructure for Canadians and Canadian businesses. These include:

- A comprehensive review with consultations of the Canadian Postal Service Charter, with a focus on updating service standards, delivery frequency and post office requirements;
- An updated process for calculating and setting letter mail price increases;
- Replacing the moratorium on rural post office closures with a modern approach that protects rural service while reflecting the country's changing demographics;
- An end to the moratorium on community mailbox conversions.