



Flexibility to fight  
for our future

**CUPW Negotiations**  
September 2024

## Update on CUPW negotiations: Focused on securing our future

Dear Colleague,

Our negotiations with the Canadian Union of Postal Workers (CUPW) come at a critical juncture for the company. Since 2018, we've lost \$3 billion, including a \$748-million loss last year. Our largest business, parcel delivery, is under significant threat as a growing number of private competitors are offering service levels and options we're simply not built for. To turn the tide, we need to make changes.

At the same time, we understand how important these negotiations are to our employees and the people who count on them. That's why we want to share the principles guiding our discussions at the table. As you'll see, our focus is on securing the future of this important national service, and doing right by the people who provide that service each day. Our principles are to:

- **Strengthen our position as Canada's delivery company**
- **Secure our financial future**
- **Create flexibility to win and keep customers**
- **Remain an employer of choice**

The following pages provide some detail on what each of these four key principles means to the negotiations, and our employees. They're about the future of Canada Post and the growth of our Parcels business. They're about securing the **flexibility to fight for our future**, ensuring we can win and retain business in today's highly competitive market.

Above all, we are committed to achieving negotiated collective agreements without a labour disruption, and keeping you informed throughout the process. We also understand this process can be stressful and want to remind everyone that our Employee and Family Assistance Program (EFAP) is confidential and available 24/7 at no cost to you and your family, at 1-866-565-4903.

Sincerely,

A handwritten signature in black ink, appearing to read 'Susan Margles', with a long horizontal flourish extending to the right.

Susan Margles  
Chief People and Safety Officer

# Flexibility to fight for our future

## Our four guiding principles



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### Strengthen our position as Canada's delivery company

- We believe strongly in the postal service and that we can continue to be a top player in ecommerce. Growing our Parcels business is our future.
- The reality is customers have more options for parcel delivery than ever before.
- We're up against delivery companies built to meet the changing demands of today's ecommerce businesses.
- We need to position the postal service to better meet the changing needs of our customers, enabling us to win and maintain business.

### Secure our financial future

- Modernizing our operations, including our infrastructure and workforce models, is necessary to become more nimble and compete and win in ecommerce delivery.
- If we don't modernize and transform, we will continue to lose ground in a growing parcel market. Falling further behind will lock us into future losses.
- Returning to financial sustainability is critical to invest in our future and our people.

### Create flexibility to win and keep customers

- In a fast-moving parcel market, we're operating with a rigid delivery model built for letter mail, five days a week. Our future relies on being flexible to respond to what our customers are looking for.
- We need an affordable, seven-day delivery approach that can adapt to market dynamics, fluctuating volumes and new service offerings.
- We need a model with flexible staffing schedules that enables us to meet customer expectations and market demand.

### Remain an employer of choice

- We understand how important compensation and benefits are to our employees.
- We remain committed to being an employer of choice and doing right by our people.
- That means providing attractive jobs with good benefits and compensation, within the constraints of our financial reality.
- It also means not compromising on a positive and engaging culture, a safe workplace, and opportunities for growth.

### Negotiated collective agreements

Throughout this process, we're committed to negotiating collaboratively and with mutual respect.

Canada Post aims to achieve these objectives through negotiated collective agreements with CUPW, without any labour disruption.

# What's been happening

As we continue negotiations with CUPW, we will keep you updated.

- Canada Post's two collective agreements with CUPW expired on December 31, 2023 (Rural and Suburban Mail Carriers) and January 31, 2024 (Urban Postal Operations). Under the *Canada Labour Code*, these collective agreements continue to apply for CUPW-represented employees.
- Discussions with CUPW began on November 15, 2023. So far, we've met more than 100 times.
- Following eight months of negotiations, CUPW issued notices of dispute to the Minister of Labour on August 2, 2024.
- Notices of dispute move us into a phase called conciliation. Conciliation provides an extended timeline for the parties to continue negotiating with the help of neutral, third-party conciliators. Supported discussions are under way.

## Next steps

With the assistance of conciliators, we expect the parties to be in a position to exchange comprehensive proposals in the coming weeks. We are fully committed to the bargaining process and to reaching negotiated agreements without any labour disruption.

## Stay informed

We'll keep you informed in the following ways:

### Mailings to your home:

Watch for mailings to your home.

### Negotiations Hub:

Read and comment on important news and information. Go to [canadapost.ca](https://canadapost.ca) and click on "I'm an employee" at the bottom of the page. You'll find a link to the **Negotiations Hub**.

### Comments open

Comments are now open on the Negotiations Hub. Your privacy is protected and no sign-in is required. Go to [canadapost.ca](https://canadapost.ca) and click on "I'm an employee."

