National Consultation Minutes

Meeting purpose	Consultation Between Canada Post (CPC) and the Canadian Union of Postal Workers (CUPW)
Date, time, and place	Date: June 23rd 2026 Time: 9:30 am— 2:10pm Place: MS Teams Virtual
Attendees	The table below is a list of everyone who attended the consultation

CUPW	CPC	
Terry MacDonald	Younis Younis	Larry Henry
Nicolas Presne	Hala El Kozah	Evgeny Kuznetsov
Sylvain Sicotte	Jean Luc Hamel	Bisi Akindele
Ennrika Beaujour	Pete Dobrowolski	
Joanne Gomercich	Shannon Hurst	
	Dale Young	

Topics discussed	The table below identifies the topics discussed at consultation and the CPC representative/discussion leader.

Projects and Initiatives	
SSFI	Hala El Kozah
VRTO Phase 2	Jean Luc Hamel & Pete Dobrowolski
Probation Process Transition	Shannon Hurst and Dale Young
Mail delivery impacted for customers near FIFA World Cup facilities	Younis Younis and Bisi Akindele
Form to track all forklift activities (Winnipeg mail Processing Plant)	Younis Younis and Bisi Akindele
MyMoney Account	Larry Henry and Evgeny Kuznetsov

Topic	Summary	Action (if applicable)
SSFI	CPC provided an overview of the SSFI initiative, noting it builds on work introduced in 2020, including prior consultation, NJHSC involvement, and a Montreal pilot. The national rollout was delayed due to COVID and is now being reintroduced. CPC explained that SSFI aims to reduce machine downtime by overlapping indexing and tie-out activities, improving utilization without increasing machine speed or changing staffing levels. CUPW questioned whether the process had continued in Montreal. CPC advised it has been used intermittently but largely inactive due to declining volumes. CUPW disagreed with CPC's position that work methods remain unchanged, arguing SSFI increases workload, stress, as highlighted in the HFN Report, and complexity by requiring employees to manage overlapping processes. CPC responded that employees are not handling two active sort plans simultaneously, and that visual controls (e.g., blue fan cards) guide the process, with machine speed unchanged. CUPW raised concerns about high-volume scenarios, asking whether SSFI could overwhelm employees. CPC confirmed SSFI will only be used for low to medium volume sort plans (approx. 35,000–40,000 pieces), with large runs (e.g., census/elections) continuing under the traditional process. CUPW asked whether supervisors could expand usage. CPC clarified that Engineering, not supervisors determine eligibility using established criteria and agreed to provide those criteria. CUPW asked about switching between SSFI and traditional processes. CPC stated switching is simple, system-based, and reversible if needed. CUPW also asked about advance notice for volume changes. CPC said known events are planned with typical notice of 4–5 days for other changes. CUPW questioned the deployment scope and staffing impacts. CPC advised SSFI will expand based on operational need and Engineering assessment, including potential use at larger sites. CPC confirmed no staffing changes, RTO impacts, and employee surplus are anticipated, and no changes to maintenance staffing or frequency are planned.	*Provide the Engineering criteria used to determine which sort plans qualify for SSFI. CPC to review & respond.* *Provide the documentation used during supervisor training and previously developed SSFI training materials. CPC to review & respond.* *Confirm whether the process currently being used in Montreal differs from the process being implemented in South Central. CPC to review & respond.*

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	CUPW asked about machine coverage and rotation. CPC confirmed duty rotation remains required and staffing models (two sweepers, one feeder, one material handler for 2–4 machines) remain unchanged. CUPW raised concerns about ergonomics and duty rotation compliance, referencing prior studies, and requested training materials. CPC agreed to provide supervisor and SSFI training materials. CPC said communications will be sent reminding operations that the collective agreement needs to be followed with respect to the rotation of duties provisions. CUPW requested a copy of the communication. CUPW questioned whether the current Montreal process differs from the proposed model. CPC stated it would not but agreed to verify. CPC advised that SSFI is expected to reduce tie-out downtime from 30–45 minutes to about 15 minutes, increasing machine availability. A soft launch pilot is underway in South Central on two sort plans, with broader rollout planned for late 2026 into 2027, though dates are not finalized. CUPW emphasized concerns about workload, consistency, and operational impacts, while CPC maintained that the initiative is intended to improve efficiency without increasing risk or changing core work methods.	
VRTO Phase 2	CPC provided an update on Level 1 vehicle optimization, noting that 46 of 126 depots (37%) have been implemented, with most remaining completed within eight weeks. CUPW questioned vehicle reduction figures (49 of 387). CPC confirmed these reflect results to date and explained reductions occur gradually during a four week stabilization period. CUPW raised discrepancies with prior data. CPC clarified earlier figures included projections, while current data reflects only 2026 rollout results. CPC explained that Level 2A focuses on reviewing PT motorized routes to determine whether schedules can be shifted to a start time of 13:00 hours or later where there are no operational morning commitments and where routes can reasonably operate using a shared vehicle	

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	model. The objective is to improve vehicle utilization and reduce dedicated vehicle assignments. Nationally, the review includes 102 depots, 171 PT motorized routes, and 142 routes that may require schedule changes. CPC emphasized that route validation is ongoing and acknowledged that employee start times are significant, requiring careful review of operational realities at the route level. CUPW questioned differences with 075 data citing the Burnaby Depot in North Fraser as an example. CPC explained routes already optimized under Level 1 or with morning operational requirements are excluded, with further validation ongoing. CUPW asked whether CPC intended to stop implementing Level 1 and instead proceed only with Level 2A. CPC clarified that Level 2A is an addition to Level 1 rather than a replacement. CUPW also asked about the future scope of Level 2B. CPC advised that Level 2B would examine shuttle scheduling and broader network impacts but remains in the early planning stages. CUPW raised concerns about later start times and loss of daylight, but CPC confirmed Level 2A applies only to PT routes, not full time employees or broader redesign. CPC stated that depots affected by restructuring would transition to shared vehicle assignments where appropriate and encouraged depot-specific questions to be addressed through regional consultation. CUPW raised questions regarding the application of Article 17.04 where PT employees are assigned later start times. CUPW questioned how overtime or extensions of hours would be offered when employees are not scheduled to begin work until the afternoon. CPC advised that employees were typically asked the day before whether they wished to accept work under Article 17.04. CUPW noted that Article 17.04(a)(i) also requires offers to be made on the day work becomes available, such as when full time employees unexpectedly call in sick. CPC stated that this is managed locally and is part of day to day operational decisions. CPC stated Level 2A is expected to reduce about 171 vehicles nationally. CUPW raised concerns about future vehicle demand due to restructuring (e.g., CMB conversions). CPC responded that staffing decisions would consider vehicle availability and schedules would be	

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	designed to ensure vehicles are available for afternoon assignments. CUPW also raised accommodation concerns (e.g., childcare impacts). CPC confirmed these will be handled locally. CUPW requested that national discussions occur before implementation so that consistent guidance is available across the country. CPC agreed to review the matter further. CPC outlined a target implementation date of September 14, 2026, with approx. 60 days notice to employees followed by regional consultations. CUPW asked whether employees would be informed of the vehicle type assigned to their routes. CPC confirmed that this is the intent. CUPW questioned regarding employee training and compliance with commercial vehicle requirements. CUPW mentioned that some employees have reported not receiving the required training and may be unaware of their legal obligation to complete Hours of Service records. CPC confirmed supervisors must ensure proper training and stated Learning & Development is addressing this. CUPW concluded by advising that many Letter Carriers have expressed concerns regarding the initiative, particularly the requirement to wait for vehicle availability under the shared vehicle model. CUPW indicated it would continue to raise issues and follow up as implementation progresses.	
Probation Process Transition	CPC explained that the proposed changes to the probation process are administrative only, driven by the planned decommissioning of the SAP platform. All probation documentation will be migrated to MyCare Connect, while the actual probation process remains unchanged. CPC mentioned that implementation is expected at the end of August, and employees will still be able to obtain printed copies of their probation forms, consistent with current practice. CPC also advised that new probation forms have been developed for Groups 3 and 4, as these employee groups did not previously have probation forms specific to them. CUPW requested copies of the new Group 3 and 4 forms. CPC agreed to provide them.	*Provide copies of the new probation forms developed for Groups 3 and 4. CPC to review & respond.*

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	CUPW asked whether employees would still need to request printed copies or if they would receive them automatically. CPC confirmed the ability to print remains but was unable to confirm the exact process, stating there is no intention to change current practice. CUPW asked how ongoing probation assessments would be handled during the transition. CPC confirmed that any assessments extending beyond the SAP shutdown (end of year) will automatically transition to MyCare Connect, including cases where employees have not yet completed required hours.	
Mail delivery impacted for customers near FIFA World Cup facilities	CUPW requested clarification on delivery and commercial pickup operations in areas affected by FIFA World Cup road closures. CPC advised that employees are instructed to make best efforts to complete deliveries. If access is not possible, undelivered mail is returned and processed the following day, similar to snow day procedures. SLBs in impacted areas are temporarily sealed on game days, while customer pickups continue through Mobile Service Centres. CPC noted minimal operational impacts, with only minor delays in Toronto (e.g., a small number of undelivered PCIs and initial CPU disruptions that were later resolved). CPC confirmed that local unions and LJHSCs were informed in advance. CUPW asked whether commercial pickups follow the same approach. CPC confirmed pickups are also handled on a best efforts basis, with incomplete pickups rescheduled for the next day. CUPW asked whether customers were informed. CPC confirmed advance communications were issued. CUPW also asked about PDT instructions when deliveries or pickups cannot be completed. CPC stated that employees should follow a snow day type process and agreed to confirm specific PDT procedures. CUPW sought confirmation on the scope and duration of these measures. CPC confirmed they apply only on game days and only in Vancouver and Toronto for the duration of the tournament. CUPW asked whether any SLBs were removed. CPC confirmed no removals, only temporary sealing. CPC clarified that affected areas are defined by FSAs, and all SLBs within those FSAs are sealed on game days. CUPW requested a list of impacted FSAs, and CPC agreed to provide it.	*Confirm the specific PDT process when deliveries or pickups cannot be completed. CPC to review & respond.* *Provide the list of impacted FSAs. CPC to review & respond.*

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Form to track all forklift activities (Winnipeg mail Processing Plant)	CPC advised that it is still gathering information regarding the forklift activity tracking forms being used at the Winnipeg Mail Processing Plant. CPC confirmed that employees have been provided with the forms and are currently completing them, noting that the forms appear to be intended to collect efficiency data on MMHE. However, CPC has not yet confirmed the specific instructions given to employees or the exact purpose of the data collection and is continuing to investigate. CUPW asked whether participation is mandatory and what would happen if an employee refused to complete the forms. CPC stated it is not aware of any refusals and believes participation should be voluntary but agreed to confirming this with Operations. CUPW stated that participation must be voluntary and expressed concern that employees should not be performing this work, as data collection and time measurement are Engineering responsibilities. CUPW also questioned whether the initiative would be expanded to other plants. CPC indicated it does not yet know and will follow up. CPC asked CUPW to clarify its concerns and CUPW identified two key issues: first, that bargaining unit employees are being asked to perform Engineering work and second, that the form lacks clarity and appears to require employees to measure task times. CUPW further highlighted an inconsistency, noting that in other contexts (e.g., volume counts), employees are not permitted to record any data, questioning why this situation differs. CPC understood the concerns and agreed to follow up with further information once additional details are confirmed.	*Confirm with Operations the purpose of the forklift activity tracking forms, the instructions provided to employees, and whether completion of the forms is voluntary. CPC to review & respond.* *Confirm if this initiative will be expanded to other plants. CPC to review & respond.*
MyMoney Account	CPC outlined a revised MyMoney Account employee promotional offer, launching August 4, 2026, after limited uptake during the initial rollout. The updated offer includes a $50 cashback incentive (with a $50 spend within 60 days), a free one-month subscription trial, and discounted subscription pricing (up to 50%), along with features such as credit-building tools, virtual cards, and cashback. CPC clarified that this is a promotional offer (not a benefit) and may be modified or discontinued.	*Provide the communication package and promotional materials once developed. CPC to review & respond.* *CPC to confirm whether the cash advance fees are*

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	CUPW asked whether the material being presented was the same promotional document that would be mailed to employees. CPC responded that the document presented was only a summary for consultation purposes. CPC will develop a separate communication package for employees. CUPW noted that several benefits discussed during the presentation were not reflected in the summary document and recommended that these features be clearly highlighted in the employee communications. CUPW also referenced a previous presentation containing more detailed information regarding the available plans and suggested that those details be incorporated into the communications. CPC welcomed the feedback and confirmed that these suggestions would be considered during development of the communication materials. CPC also advised that it is exploring opportunities to work collaboratively with the Union to promote the offer through Union communication channels and encourage employee participation. CUPW questioned whether the initiative should return to Appendix T. CPC responded it views this as an enhancement to an existing product but will review the request. CUPW asked how long the promotional offer would remain available to employees. CPC advised that there is currently no expiry date and confirmed that the offer will remain available as long as the partnership with KOHO continues. CUPW asked whether employees who enrolled during the initial pilot would qualify for the new promotion. CPC confirmed that only new customers without an existing KOHO relationship are eligible for the promotional offer. CPC noted that employee participation during the initial rollout was relatively low and added that the new offer is comparable to the previous promotion. CUPW asked whether additional information regarding communication channels would be provided later. CPC confirmed that Corporate Communications is reviewing available Canada Post communication channels while also exploring potential Union communication channels, including email, publications and other member communications. CPC expressed its interest in working collaboratively with the Union on the communication.	*comparable to those offered by other financial institutions. CPC to review & respond.* *CPC to confirm whether inactive employees and retirees are eligible for the promotional offer. CPC to review & respond.* *CPC to follow up regarding the possibility of employees directing all or part of their pay into a MyMoney Account. CPC to review & respond.*

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	CUPW asked whether the cash advance feature, which allows customers to borrow up to $250, carries interest charges. CPC advised that the cash advance feature is subject to KOHO approval and that a monthly fee applies. CUPW asked whether the fees are comparable to those charged by other lenders. CPC indicated that it believes the fees are comparable but agreed to confirm. CUPW asked whether CPC planned to conduct any formal product launch activities. CPC responded that no major launch is planned, as the initiative is considered a continuation of the existing partnership. CUPW asked whether inactive employees remain eligible for the offer. CPC advised that it believes inactive employees are eligible but will confirm. CUPW also asked whether retirees would be eligible. CPC took this question back. CUPW asked CPC to clarify what type of Union collaboration it envisioned. CPC explained that it is seeking access to Union communication channels, such as websites, bulletins, printed publications and digital communications, and ideally would welcome Union-endorsed messaging promoting the benefits of the MyMoney Account to members. CUPW noted that there is currently very little information available on the website. CPC explained that the updated offer has not yet launched, which is why the website has not been updated. CPC further described several practical uses of the account, including its use as a spending or savings account, the absence of foreign transaction fees while travelling, and its ability to assist newcomers to Canada with building credit. CPC added that additional benefits are available for customers who choose paid subscription plans and that the value of the product depends on an individual's financial needs. CUPW asked whether previous discussions regarding direct deposit of employee pay into the MyMoney Account or allowing employees to allocate a portion of each paycheque to the account, are still being considered. CPC advised that it would follow up regarding those possibilities. CUPW asked when in August the revised offer would launch. CPC confirmed the planned launch date is August	

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	4, 2026. CPC advised that a draft communication plan should be available the following week and would be circulated to CUPW for review. CPC indicated that both parties could then work together to refine the messaging and determine the most appropriate communication channels. CUPW requested that the draft communication materials be shared by email and suggested that, given the timelines involved, portions of the work could potentially be coordinated through Appendix T. CPC advised that a similar staggered communication approach to the previous rollout could be considered, with the Union communicating first through its own channels. CUPW explained that any joint promotional activities with CPC would require approval from the Union's National Executive Board and noted that the Board is not scheduled to meet again until August. CUPW requested that all available materials be provided as soon as possible to maximize the opportunity for review. CPC acknowledged the timeline and agreed to sharing draft materials as soon as they become available. CPC added that, while the target launch date remains August 4, adjustments may be considered if additional time is required to accommodate the Union's approval process.	

Next meeting: 21st July