

**Minutes of Ad Hoc National Consultation between
Canada Post Corporation and the Canadian Union of Postal Workers
via Microsoft Teams
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Canadian Union of Postal Workers (CUPW)

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Home Pickup Service (Eric Leblanc, Patrick Benoit)

CUPW stated that the purpose of the discussion was to review the home pickup service process in the RSMC environment, with a particular focus on how RSMCs will be compensated for performing this additional work. CUPW noted that compensation had only been discussed during the proof-of-concept phase and are now receiving reports that information to employees has been inconsistent, resulting in uncertainty regarding how employees are expected to be compensated.

The Corporation indicated that it believed this issue had already been discussed during a previous consultation. The Corporation explained that its intent is to maintain the same approach that was used during the proof of concept. Specifically, a pickup is considered the reverse activity of a PCI delivery, and the existing PCI activity value will continue to be used for compensation purposes.

CUPW stated that this had also been its understanding based on previous discussions. However, CUPW advised that employees are receiving inconsistent information from management. In some locations, employees are being instructed to complete e-vouchers and claim when the pickup location exceeds .5 km. The Corporation acknowledged the concern and agreed that communication with the field should be reinforced. The Corporation explained that if a pickup results in additional .5 km, the employee should claim the additional kilometres through an e-voucher. The pickup activity itself should be recorded on the log sheet using the existing process.

CUPW stated that some employees have been advised to record the activity as a commercial pickup when claiming compensation. The Corporation confirmed that this is incorrect and stated that it would ensure the instructions are clarified and communicated consistently.

CUPW sought clarification regarding pickup distances. CUPW noted that RSMCs are expected to travel beyond the standard point-of-call distance when performing PCI activities and questioned why the same principle would not apply to home pickups. The Corporation explained that pickup service is not intended to be available to customers located beyond the established distance threshold. According to the Corporation, addresses outside the service area should have been removed from the program scope and therefore should not be eligible for the service. If a pickup beyond the threshold is encountered, the employee should contact their supervisor, claim any applicable kilometres, and management will address the service eligibility issue with the pickup team.

CUPW stated that RSMCs should be aware of any scheduled pickups before leaving the depot and should not be receiving pickup requests while already on route. The Corporation agreed. CUPW stated that if an employee receives a pickup request from a supervisor while already on route, CUPW's position is that the employee should decline the request. The Corporation responded that

employees should not normally receive pickup assignments while on route unless an assignment has been reassigned due to another employee's absence.

CUPW noted that circumstances may vary, particularly in cases of unexpected absences. CUPW maintained that pickup requests should not be sent to employees who are already on route. The Corporation agreed to take the issue back for further discussion and determine how this expectation can be reinforced operationally.

CUPW then asked whether the service is limited to returns or whether outgoing items are also included. The Corporation responded that the service was designed primarily for returns, which represent the majority of anticipated volume. However, customers will not be denied service for other outgoing items provided they meet the established criteria of three items or less. CUPW asked whether this would include pieces of lettermail. The Corporation confirmed items of mail have to be barcoded packets or parcels.

CUPW asked whether the same compensation criteria that apply to PCI activities would be applied to home pickups. Specifically, CUPW referenced the principle that one PCI value applies when multiple items can be handled in a single trip, whereas additional PCI values may apply when multiple trips to and from the vehicle are required. The Corporation responded that if an employee is required to make a second trip to the vehicle, that activity can be recorded on the employee's log sheet.

CUPW then questioned whether any consideration had been given to the additional work required at the end of the day when employees return picked-up items to their depot for dispatch. The Corporation responded that its intention is to rely on the existing PCI value and current logging practices. The Corporation noted that employees do not load these items before leaving the depot, which it viewed as balancing the unloading activity performed later in the day.

CUPW disagreed with that assessment and stated that the PCI value does not include time for loading or unloading these pickup items. CUPW explained that while PCI values account for activities performed on the route, they do not compensate employees for the additional work of dispatching picked-up items at the depot at the end of the day. The Corporation responded that it is difficult to definitively determine what activities are included within the current model and therefore difficult to isolate specific loading or unloading functions.

CUPW stated that during the development of PCI time values, during the 2016 negotiations, end-of-day dispatch activities were not included in those values. CUPW acknowledged that Canada Post generally considers loading and unloading of delivery items to be part of normal depot activities but argued that home pickup items represent additional work generated through a new service and should therefore be treated differently.

The Corporation reiterated that its intention is to continue using the existing compensation model without modification. While future discussions may be required, the Corporation's current position is to maintain the existing RSMC system and compensation framework.

CUPW emphasized that employees operating under the current system receive no compensation for the additional depot work associated with home pickups. CUPW stated that although volumes are currently low, the service may grow substantially. In such a scenario, employees could be returning multiple

pickups and several items per day without receiving any compensation for the additional dispatch work required at the depot.

The Corporation responded that workload adjustments normally require volume-based data and that it would be difficult to create a specific adjustment for one activity in isolation while the remainder of the workload model remains unchanged. The Corporation stated that it cannot selectively address one component without addressing broader workload considerations.

CUPW then asked whether the Corporation would consider some form of interim allowance for dispatching picked-up items at the end of the day rather than relying on volume measurements. The Corporation responded that its position for the current RMS system is to maintain the status quo and not introduce additional compensation measures.

CUPW referenced recent communications indicating that the home pickup service is available to approximately 8.6 million households across the country. CUPW requested a list of the FSAs where the service is available, including a breakdown identifying the locations served by RSMCs. The Corporation agreed to provide the requested information.

Action Items:

- The Corporation to reinforce and clarify communication regarding compensation procedures for RSMC home pickup activities.
- The Corporation to review operational guidance regarding pickup requests being assigned to employees already on route.
- The Corporation to provide a list of FSAs where the home pickup service is available.