

National Consultation Minutes

Meeting purpose

Consultation Between Canada Post (CPC) and the Canadian Union of Postal Workers (CUPW)

Date, time, and place

Date: August 20th 2026
Time: 9:30 am-3:30pm
Place: MS Teams Virtual

Attendees

The table below is a list of everyone who attended the consultation

CUPW	CPC		
Terry MacDonald	Lyne Desjardins	Line St. Jean	Adam Cousins
Nicolas Presne	Martin Luys	Catherine Renaud	Michel Lacasse
Sylvain Sicotte	Luke Mischczyk	Nick Park	Younis Younis
	Brad Mcvey	Jennifer Justin	Areen Singh
	Chris Parkhill	Dale Young	
	Stephen Bodor	Megan Curci	
	Sarang Nemani	Kelly Holmes	

Topics discussed

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

Projects and Initiatives	
Safe Drop Process	Lyne Desjardins & Martin Luys
eCommerce Store Builder	Luke Mischczyk & Brad Mcvey
Gatehouse Automation	Chris Parkhill & Stephen Bodor
Zero Waste Program Phase 2	Sarang Nemani
CPP/QPP contributions - April 28th, 2026 consultation follow up	Line St. Jean & Catherine Renaud
Rebuilding our brand with Canadians and customers	Nick Park, Jennifer Justin & Dale Young
Recommerce (P2P)	Megan Curci & Kelly Holmes
Lettermail Consolidation	Adam Cousins, Michel Lacasse & Younis Younis

Topic	Summary	Action (if applicable)
Safe Drop Process	CPC advised that the Safe Drop process itself is not changing, but the policy is being simplified to make Safe Drop the standard delivery method. Under the revised approach, employees will generally Safe Drop the parcel, take a photo using the PDT, and the photo will serve as proof of delivery. Existing exceptions remain in place, including items requiring a signature, proof of ID or where the shipper has selected "Do Not Safe Drop". Perishable items and other restricted products will continue to follow existing rules. Implementation is targeted for the week of September 7, 2026, with supporting communications and customer service training being developed. CUPW requested advance copies of employee communications, including the SBN/talk track information, and CPC agreed to provide them. CUPW raised concerns about the reference to "unsecure" locations and asked how employees would determine when a Safe Drop is unsuitable. CPC clarified that employees will no longer be expected to assess whether a location is hidden from view or protected from the elements, as was previously required. Employees should generally Safe Drop the item and take a photo. The exception would be unusual situations involving an immediate security or safety concern, in which case the item should be carded and the matter reported to a supervisor. CPC further explained that it always expects its employees to make the call for their own safety. This new expectation does not supersede the responsibility of the employee to identify a hazard that may pose a risk to them and make the call to not deliver an item. If the stairs are not shoveled, or the railing is broken anything like that would require both carding the item and notifying the team leader. CUPW expressed concern that unclear language could lead to inconsistent application or potential discipline. CPC responded that employees are not expected to make the same location based judgments under the revised process and confirmed that employees will not be held responsible for missing parcels after a Safe Drop, provided the required process was followed and a photo was taken. If no photo exists, CPC indicated it would investigate further. CPC explained that the change is intended to better align with their delivery practices, with customer expectations and industry practices. CUPW questioned whether this approach conflicts with CPC's broader messaging about	<i>Provide a copy of the SBN/ talk track. CPC to review & respond.</i>

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	keeping mail and parcels secure. CPC responded that this is a question for the brand and culture team. CUPW agreed to bring it up with that team later during this consultation. CPC also confirmed that there will generally be no designated "no Safe Drop zones" under the new policy. Existing local practices where specific neighbourhoods or areas were treated as no-Safe-Drop zones will no longer apply unless a security investigation or customer complaint results in a specific direction. Communications will be provided to local operations to ensure consistent application. Regarding apartment buildings, CPC confirmed that employees will not be instructed to leave parcels in lobbies or common areas. Where access is available, parcels will be delivered to parcel lockers or Safe Dropped at the customer's unit door. CUPW asked about the process if a parcel locker is full or if there is no access to the customer's unit. CPC requested CUPW to outline its' questions in a separate email to labour relations. CUPW also asked whether the revised Safe Drop policy affects the Home Pickup/Return Pickup program, particularly in apartment buildings. CPC responded that this is a question for a different team.	
eCommerce Store Builder	CPC presented the E-Commerce Store Builder proof of concept, which is designed to support micro sellers such as individuals operating side businesses or passion projects. The platform allows sellers to create an online storefront, upload products and images, manage inventory, and facilitate transactions with customers. CPC explained that the objective is to simplify the sales process by providing an easy-to-use online sales channel rather than relying on informal arrangements through social media or other platforms. CUPW asked whether the initiative is a permanent service or a pilot. CPC confirmed that it is currently a proof of concept. CPC advised that the proof of concept will be evaluated using measures such as Net Promoter Score (NPS), customer feedback, revenue generation, and market research findings. The proof of concept is expected to continue into early 2027, potentially through Spring 2027, and CPC offered to provide CUPW with an update nearer to that time.	

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	CUPW suggested that the initiative be brought forward through Appendix T, noting that it had previously proposed a similar e-commerce pilot and that initiatives aimed at generating revenue and increasing parcel volumes should be discussed through that forum. CPC questioned whether Appendix T was necessary given the limited direct impact on delivery operations, as shipments would enter the mail stream like other parcels. CUPW responded that Appendix T is not limited to initiatives with immediate workload impacts and that any new service with the potential to increase parcel volumes and revenue is appropriate for discussion. CPC agreed to review this suggestion. CUPW also asked why CPC selected BaseKit to develop the platform rather than a Canadian company. CPC explained that a formal market process was conducted and that no Canadian vendors expressed interest. BaseKit submitted a proposal that met CPC's requirements, and the contract was awarded following the established procurement process.	
Gatehouse Automation	CPC provided an overview of the Gatehouse Automation initiative, which will modernize gatehouse operations at the seven processing plants (Albert Jackson, Gateway, Montreal, Vancouver, Calgary, Edmonton, and Winnipeg). Currently, gatehouses are staffed 24/7 by contracted security guards, resulting in significant idle time during lower-volume periods. Under the new model, guards will be centralized at remote locations and will interact with drivers through cameras and video intercoms. CPC indicated that the initiative is expected to improve efficiency, reduce driver wait times, and provide better visibility of site activity. CPC confirmed that most CUPW represented drivers are not affected, as they already bypass gatehouses using their employee badges. The only exception is CUPW drivers delivering trailers, primarily at Albert Jackson and Gateway, where approximately 6–10 trailer deliveries occur daily. CPC reviewed the results of two pilots conducted at Albert Jackson. The first pilot tested the remote gatehouse model and was considered successful. The second pilot tested a self-service check-in system using advance registration and barcode access, but participation was too low to support implementation. As a result, CPC received	

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	approval to proceed with the remote gatehouse model only. Under the new process, remote guards will continue performing the same functions as on-site guards, including collecting vehicle and trailer information. Cameras and video intercoms will be used to capture licence plates, tractor information, trailer numbers, and support visual communication between drivers and guards. CPC noted that pilot results showed improved processing times, with average check-in times decreasing from approximately 120 seconds to 90 seconds and check-out times decreasing from approximately 75 seconds to 25 seconds. CUPW noted that faster check-out times could be beneficial for CUPW drivers who occasionally experience delays behind commercial trailers. CPC emphasized that the gatehouse function itself is not being eliminated, only centralized.	
Zero Waste Program Phase 2	CPC provided an overview of Zero Waste Phase 2, a continuation of the waste diversion and recycling initiatives launched during Phase 1. The program supports CPC's corporate objective of achieving a 90% diversion rate for solid non-hazardous operational waste by 2030. Phase 2 aims to improve recycling performance and waste separation by replacing existing waste bins with three-stream recycling stations and reinforcing recycling awareness through employee communications and signage. For 2026, the initiative will be implemented at 53 sites (6 plants and 47 depots). CPC advised that the new trio bins will generally be placed in the same locations as existing bins and are not expected to affect day-to-day operations. The rollout is scheduled for fall 2026, with completion targeted before the peak season. CPC reviewed the results of Phase 1, which covered 60 sites in 2024 and 80 sites in 2025. CPC reported that recycling rates improved at participating locations and that the overall corporate recycling rate increased from approximately 65–66% in 2023 to 72% in 2026. CPC noted that it is continuing to look for opportunities to optimize waste services and reduce costs through improved diversion.	

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	CUPW sought clarification regarding the 90% diversion target, questioning whether it applied at the site level. CPC clarified that the 90% target is a corporate-wide objective, while individual sites are expected to improve their own diversion rates over time. CUPW also noted a discrepancy in the number of sites previously identified for the initiative. CPC explained that the original list contained 56 sites, but three locations were subsequently removed due to closure, leaving 53 sites in the 2026 rollout. CPC further clarified that a separate list of approximately 90 sites relates to a future phase planned for 2027. CUPW asked about implementation costs. CPC advised that Phase 2 is estimated to cost approximately \$350,000-\$400,000, primarily for the purchase of bins, compared to approximately \$700,000-\$800,000 for Phase 1. CPC noted that the bins are intended to be a long-term investment. CUPW expressed concerns about investing in sustainability initiatives while CPC continues to face significant financial pressures and operational reductions. CPC responded that efforts are underway to offset some program costs by optimizing waste services, including reducing waste collection requirements and right-sizing dumpsters. CPC advised that these measures have generated approximately \$300,000 in savings over the past two years through waste-service optimization and lower-cost recycling options.	
CPP/QPP contributions - April 28th, 2026 consultation follow up	CUPW revisited the CPP/QPP contribution issue raised in April and sought clarification on CPC's previous statement that approximately 55% of affected CUPW represented employees were not contributing to CPP. CUPW noted that, based on its review of the TD1 and TD1-IN forms, employees do not appear to have the option of electing whether CPP contributions are deducted. CPC confirmed that the TD1 forms are used primarily for income tax purposes and do not contain an option to choose CPP participation. CPC advised that additional review of the applicable forms and historical documentation will be required. CPC explained that CPP/QPP contribution requirements for employees with Indian status are governed by specific rules and that, historically, some employees had CPP contributions deducted while others did not. After concerns were raised about this inconsistent treatment,	<i>Provide explanation of how the historical inconsistency developed, what CPC's obligations were, and what options remain available to employees. CPC to review & respond.</i> <i>Confirm whether a CPT 124 form was ever completed. CPC to review & respond.</i>

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	CPC reviewed the issue and sought guidance from Tax Policy to determine the appropriate compliant approach. CUPW questioned how the inconsistent treatment arose if employees were intended to be treated uniformly and asked whether another form, beyond the TD1-IN, may have allowed employees to elect CPP contributions. CPC responded that it would need to investigate further. CUPW also raised questions regarding the CPT 124 form, noting that its research suggests that if CPC had filed such a form with CRA to elect CPP participation for affected employees, it may have created an obligation to apply CPP deductions consistently to all employees within the group. CUPW asked whether a CPT 124 had ever been submitted and, if so, how deductions later ceased for some employees. CPC acknowledged that further research was required to determine whether the form had been used and what historical processes led to the differing treatment. CPC explained that when it recently reviewed the issue, it found that more than half of the affected Indigenous employees were not contributing to CPP, while a smaller group continued to contribute. To achieve consistent treatment and maintain compliance, CPC decided to stop CPP deductions for those still contributing while preserving their ability to make voluntary contributions directly if they chose to do so. CPC noted that requiring all affected employees to contribute could have created concerns among those who historically had not contributed. CUPW acknowledged the rationale but emphasized that affected employees continue to raise questions regarding the change. CUPW stated that it is seeking a clear factual and legal explanation of how the historical inconsistency developed, what CPC's obligations were, and what options remain available to employees. CUPW asked if CPC would consider a "grandfather clause" for those employees that historically have had contributions deducted by CPC. CPC clarified that grandfathering won't be possible as the regulations applies to all.	
Rebuilding our brand with Canadians and customers	CPC provided an overview of its brand-rebuilding campaign, which is intended to rebuild trust and relevance with Canadians and businesses following several years of labour uncertainty. CPC advised that the campaign will highlight Canada Post's transformation	<i>Provide breakdown of the 25,000 return locations. CPC to review & respond.</i>

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	initiatives and key strengths, including secure delivery infrastructure, with the goal of encouraging customers to return business to Canada Post. CPC noted that services such as evening and weekend delivery and Home Pickup may also be promoted as differentiators in the future. CPC explained that campaign messaging will emphasize the security of delivery network, including CMBs, parcel lockers, apartment and condominium delivery infrastructure, and PO boxes. CUPW raised concerns that this messaging may conflict with proposed Safe Drop changes, noting that customers may increasingly receive parcels at their doors when parcel lockers are full, potentially reducing delivery security. CPC clarified that the campaign does not focus on door-to-door delivery. CUPW questioned the messaging suggesting that employees would help support the brand-rebuilding effort and sought clarification on whether employees were expected to actively promote the campaign. CPC clarified that employees are not expected to act as spokespersons or undertake additional promotional activities, but rather to understand the campaign messaging and continue performing their duties effectively. CPC explained that everyday customer interactions contribute to the customer experience and therefore support the brand. CUPW mentioned the employee video referenced in campaign communications, indicating that it did not sufficiently highlight the critical role employees play in serving customers and communities. CPC agreed to review. CUPW also questioned how campaign messaging about keeping rural and remote communities connected aligns with ongoing retail modernization initiatives, particularly where potential post office changes or closures could affect customer access. CPC advised that it was not directly involved in the retail modernization work but agreed to review the feedback. CUPW asked about the campaign's reference to approximately 25,000 return locations. CPC explained that this figure includes Canada Post's retail network and Street Letter Boxes that can be used for eligible returns. CUPW questioned the accuracy of the number, and CPC agreed to provide the breakdown. CPC noted that future possibilities such as using CMBs for returns and expanding Home Pickup options could further	<i>Review CUPW's feedback regarding the employee video. CPC to review & respond.</i>

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	support return services, although these ideas are only being explored and are not current commitments.	
Recommerce (P2P)	CPC introduced the official name of the project as Swap Spot, a new peer-to-peer exchange service being soft launched at select retail locations. The official launch date has been moved from August 31 to September 14, 2026. The service is designed to provide Canadians with a safer and more convenient way to buy and sell items through participating post offices, while generating additional customer traffic, revenue opportunities, and supporting the long-term sustainability of the retail network. CPC explained that buyers and sellers will first arrange a transaction through an existing marketplace and then use the Swap Spot platform to complete the exchange through a participating post office. The seller will bring the item to the selected post office, pay a \$5 transaction fee, and present a QR code for the clerk to accept and securely store the item. The buyer will later present their QR code to retrieve the item. If CPC is facilitating payment, the clerk will collect the purchase price from the buyer and the funds will be transferred to the seller through CPC's payment partner. CPC clarified that the \$5 fee applies per transaction, regardless of the number of items included. CPC confirmed that if a buyer reviews the item and decides not to proceed, the clerk can reject the transaction in the system, the seller is notified, and a new QR code is generated so the item can be retrieved. The seller's \$5 fee remains non-refundable. CPC also confirmed that both parties receive confirmation emails in advance to verify transaction details and minimize disputes. CPC stated that the soft launch will involve 291 retail locations across the Vancouver area, Calgary, Hamilton, Ottawa, and Gatineau. CUPW requested the list of participating locations, and CPC agreed to provide it. CPC mentioned that the soft launch does not have an end date and that customer demand, employee experience, operational impacts, traffic, and satisfaction will all be evaluated before broader expansion is considered. CUPW raised concerns regarding back-room capacity, given increasing volumes of returns and other items already stored in retail locations. CPC responded that site selection considered available space and that designated	<i>Provide the list of the 291 participating retail locations. CPC to review & respond.</i> <i>Provide all training material through NJHSC. CPC to review & respond.</i>

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	storage areas, identifiers, and tracking methods will be used to segregate Swap Spot items from other inventory. CPC confirmed that only items meeting existing Canada Post mailable standards will be accepted and that the service is intended to align with existing retail workflows rather than introduce fundamentally new tasks. Training materials, job aids, FAQs, and guidance for supervisors are being developed. CUPW requested copies of the materials before rollout and noted that they should be reviewed through the NJHSC. CPC agreed. CUPW asked whether Appendix T had been considered. CPC advised that it had reviewed the initiative internally and concluded that Appendix T was not required because the service does not create new job functions and is considered an expansion of existing retail activities. CUPW acknowledged CPC's rationale but noted that Swap Spot is nevertheless a new service and that service expansion falls within the mandate of Appendix T. CUPW requested updates as the project progresses. CPC agreed providing an update when requested. CUPW also asked about customer inspection of items before acceptance. CPC confirmed that buyers may inspect items at the post office and decline the transaction at that time through the rejection process. However, once the buyer accepts the item and the transaction is completed, any future disputes must be resolved directly between the buyer and seller. CUPW expressed concern that certain products may require lengthy inspections and could create lineups or increase clerk workload. CPC responded that market research focused on products that can generally be inspected quickly and noted that this will be closely monitored during the soft launch.	
Lettermail Consolidation	CUPW requested a national-level consultation on CPC's proposed consolidation of letter mail processing activities in London, Hamilton, and Ottawa, noting that the initiative affects multiple regions and could impact a significant number of employees. While regional consultations were already underway, CUPW wanted to discuss the overall strategy and workforce implications at the national level. CPC explained that, effective October 23 in Hamilton and October 30 in London, mechanized letter mail processing	<i>Provide volume comparison information for Ottawa. CPC to review & respond.</i>

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	currently performed at those plants will be consolidated into South Central. Mail destined for London, Windsor, Hamilton, Kitchener, and surrounding areas will be processed at South Central and returned to the plants already sorted to the depot level. However, S/L, and O/S mail processing, will remain at both plants. CPC advised that the identified impact is 26 full-time PO4 positions and 3 Group 3 positions in London, and 43 full-time PO4 positions and 8 Group 3 Technical Services positions in Hamilton. CPC advised that consultations are ongoing and that MOAs are being developed for both locations. The Corporation is exploring options to retain employees through the peak period as relief coverage and to mitigate impacts through attrition, attrition-relief positions, and existing vacancies before considering other measures such as Article 53. CPC indicated that it does not intend to change employees shifts or hours immediately upon implementation, although final arrangements remain subject to the outcome of local consultations. CPC then shared the situation for Ottawa, under which letter mail processing activities will be transferred to Montreal in three phases beginning October 30, 2026, followed by November 20, 2026, and a final phase involving oversized mail in March 2027. Certain activities will remain in Ottawa, including finals processing, some DCF related work, and manual processing functions. CPC advised that the proposed impact in Ottawa includes 48 full-time Group 1 employees, 20 part-time PO4 Group 1 employees, 8 Group 3 employees, and 1 EL5 Group 4 employee. CPC explained that a revised staffing profile has been developed for Ottawa and is currently under review with the local union. To reduce employee impacts, CPC is creating attrition-relief positions, utilizing existing vacancies, and leveraging opportunities created by weekend delivery expansion, including a new Saturday night parcel operation. CPC indicated that it is not currently anticipating the need for Article 53 in Ottawa, although the possibility cannot be completely ruled out if agreements cannot be reached. CUPW requested volume comparison information for Ottawa similar to information previously provided for London and Hamilton. CPC agreed to provide the relevant data.	

Topic	Summary	Action (if applicable)
	CUPW indicated it would continue coordinating with regional representatives to monitor the discussions.	

Next meeting: 15th September