

National Consultation Minutes

Meeting purpose

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

Date, time, and place

Date: September 15th, 2026
Time: 9:30 am- 12:00pm
Place: MS Teams Virtual

Attendees

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

CUPW	CPC	
Terry MacDonald	Pascale Turcotte	
Sylvain Sicotte	Virginie Tremblay	
Nicolas Presne	Dino Marcantonio	
	Dominique Bietlot	
	Timothy Robins	
	Areen Singh	

Topics discussed

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

Projects and Initiatives	
Slip Simulator Roadshow Blitz	Pascale Turcotte & Virginie Tremblay
Windows Hello for Business Rollout	Dino Marcantonio
AI chatbot Retail	Dominique Bietlot & Timothy Robins

Topic	Summary	Action (if applicable)
Slip Simulator Roadshow Blitz	CPC provided an overview of the Slip Simulator Roadshow Blitz, which is expanding beyond the GTA to additional locations, including Thunder Bay and Winnipeg. Originally piloted in 2022, the simulator has since been incorporated into letter carrier school in areas with larger numbers of new hires. The roadshow is intended to make the training available to employees at locations where it is not offered through letter carrier school. CUPW requested participation statistics since October 2024 and details on the positive feedback referenced in the notice. CPC indicated that an update could be provided through NJHSC. CPC clarified that roadshow participation is voluntary for Groups 1, 2, 3 and 4, while new hires attending letter carrier school where the simulator is part of the curriculum are required to participate. CPC explained that the training lasts approximately one hour, with up to four volunteers completing the practical simulator exercise while others observe. Employees participating receive an additional hour of overtime. CUPW asked if part-time employees are included. CPC responded that all employees at the site where the roadshow is stopping are invited to attend the training when it occurs during their working hours. CPC shared that the practical training includes use of a safety harness, satchel and parcels, as well as navigating flat surfaces, steps, inclines and slippery conditions. CUPW questioned the walking techniques being taught, particularly messaging about keeping one's head up and looking ahead, given existing work methods concerning reading and preparing mail while walking. CPC clarified that the training is intended to teach employees how to maintain balance and stability when encountering slippery or unsafe surfaces and does not prohibit normal work activities. CPC emphasized that mail-related tasks should only be performed when safe and that employees should not proceed through unsafe areas simply to complete delivery. CPC	<i>Provide an update through NJHSC platform.</i> <i>Share the training material with CUPW. CPC to review & respond.</i>

Topic	Summary	Action (if applicable)
	agreed to share the training materials to provide further clarity. CUPW also asked about the cost of the roadshow particularly as CPC transitions toward CMB delivery. CPC declined to provide the cost, stating that individual initiative costs are not normally disclosed, and reiterated that slip, trip and fall prevention remains relevant regardless of CMB expansion because employees will continue performing activities such as parcel delivery to the door.	
Windows Hello for Business Rollout	CPC provided an overview of the Windows Hello for Business rollout, which is intended to strengthen authentication and reduce reliance on passwords through passkey-based technology. Employees will be able to authenticate to corporate devices and supported applications using a device-specific PIN, facial recognition, or fingerprint recognition. CPC advised that Privacy team reviewed the biometric functionality and determined it to be very low risk because actual facial images or fingerprints are not stored. Instead, a mathematical biometric template is created and stored locally on the device. CUPW asked whether biometric authentication would be mandatory. CPC confirmed that it is optional, and employees may use a PIN instead of facial recognition or fingerprint authentication. Passwords will also remain available because not all corporate applications currently support passkeys. Windows Hello may also simplify access to supported applications such as Outlook and SAP by reducing repeated password entry. CPC explained that biometric options will initially be available only on devices with compatible hardware. As older devices are refreshed, additional employees will gain access. Windows Hello credentials are device-specific, meaning employees receiving replacement devices will need to register their PIN or biometric information again. CUPW asked which represented employees would be included. CPC estimated that approximately 800 CUPW represented employees with corporate	<i>Confirm if CUPW represented employees using corporate devices for ATI-related activities are included in the rollout. CPC to review & respond.</i>

Topic	Summary	Action (if applicable)
	devices will be part of the rollout, including many P04 employees in retail operations. CUPW specifically asked about employees using corporate computers for Access to Information (ATI) activities. CPC confirmed that these employees should be included where technical requirements are met. CUPW raised concerns that ATI employees may not receive the same communications as other employees. CPC confirmed that rollout information will be communicated. CPC concluded that Windows Hello is intended to improve protection of employee credentials and corporate information as more applications move to cloud based environments. CPC also noted that supporting job aids and videos are available to assist employees with password self-service, resets and ESS access.	
AI chatbot Retail	CPC presented the proposed AI chatbot for retail clerks, an internal self-service tool intended to help employees quickly find procedural information for transactions, limits, requirements, and processing steps. CPC clarified that the chatbot is not generative AI, it searches approved information from POIC, Canada Post website customer guides, and CMS retail procedures and provides source-based responses. Where information cannot be found, the chatbot will indicate that it cannot answer. It will be accessible through POIC/RPOS at automated post offices and will support both English and French. CPC emphasized that use of the chatbot will be voluntary and anonymous, with no tracking of individual clerks or follow-up with employees who choose not to use it. Clerks may optionally rate responses and provide anonymous feedback to help improve the tool. CUPW requested the training material and CPC's AI Policy documents that will be provided to employees. CPC agreed to share. CPC stated that the Chatbot will respond and download documents in the language used in POIC with the ability to toggle between languages.	<i>Provide CUPW with copies of the training materials and AI guidance supporting the chatbot rollout. CPC to review & respond.</i>

Topic	Summary	Action (if applicable)
	CUPW asked whether the Retail Help Desk would remain available. CPC confirmed that the chatbot is an additional resource and does not replace the Help Desk. Where questions fall outside its available information, such as RPOS or printer technical issues, the chatbot may direct employees to contact the Help Desk. CPC identified financial services, mail forwarding, hold mail, and the various returns processes as examples where the chatbot could help clerks locate information more efficiently. During the demonstration, CPC showed how the chatbot provides answers along with links to the underlying source documents, allowing clerks to verify the information. CUPW asked how long conversation history would be retained. CPC could not confirm the retention period but advised that employees will be able to delete their own history. CUPW raised concerns about whether an incorrect chatbot response could be used against an employee. CPC stated that the chatbot does not identify individual users or locations and that employees would not be held responsible for incorrect information generated from approved source documentation. Instead, CPC would review and correct the underlying documentation or chatbot response. CPC confirmed that the current target launch date is September 28, 2026, replacing the previously referenced September 14 date, subject to final testing.	

Next meeting 20th October