

National Consultation Minutes

Meeting purpose

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

Date, time, and place

Date: July 21st 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	Dominique Thomas	Akshay Basarkar
Nicolas Presne	Jamie Steen	Charbel Khalaf
Sylvain Sicotte	Sasha Miller	Areen Singh
Ennrika Beaujour	Faisal Khalidi	
Martin Champagne	Afsha Rizvi	
Barb MacMillan	Brad Mcvey	
	Martin Luys	

Topics discussed

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

Projects and Initiatives	
All relief changes	Dominique Thomas
PT Validation	Jamie Steen
VRTO- March 3rd consultation follow up	Jamie Steen
Home Pickup service is expanding	Sasha Miller
Canada Shops Marketplace Now Live	Faisal Khalidi, Afsha Rizvi & Brad Mcvey
Raddar expansion nationally	Martin Luys
SLBs for small parcel returns	Akshay Basarkar & Charbel Khalaf

Topic	Summary	Action (if applicable)
All relief changes	CPC presented its proposed approach for implementing the newly negotiated relief complement provisions. Regarding Articles 51.01 and 52.01, CPC explained that the previous distinction between vacation relief and other absence relief has been eliminated. Under the new collective agreement, all relief employees will form a single combined relief complement, with assignments awarded by seniority regardless of the type of absence. CPC mentioned the implementation date of August 10, 2026 and stated that employees already assigned to coverage before that date would remain in their existing assignments until completed. CUPW supported this approach and emphasized that employees should not be displaced from current assignments solely due to implementation. CPC confirmed this would be communicated to Operations. CUPW questioned about the communication plan. CPC advised that information would be distributed through PC&R and likely reinforced through a national SBN to ensure consistent application. CPC explained the new minimum relief complement calculation under Articles 51.05 and 52.04. CPC stated that the negotiated percentage would be applied to the number of full-time positions in the classification, but that existing relief positions would be excluded from the calculation. CUPW disagreed, arguing that the language refers to all full-time positions, including relief assignments and this is what the Union agreed to during bargaining and maintains its' right to file a grievance. CPC acknowledged the disagreement and agreed to provide a formal position soon. The parties also confirmed that the negotiated percentage calculation applies only to part-time MSC relief assignments covering afternoon and weekend work. CPC advised that a new national report is being developed to identify, by installation, current relief positions, calculated minimum relief complements, and any additional relief positions. CPC to provide to CUPW by the end of next week. CPC further confirmed that no relief positions will be added or removed before the first formal review in April 2027, although the new calculation will be used in future restructuring discussions. The parties reviewed the new quarterly relief complement review process, which replaces the annual bar chart	<i>Review CUPW's interpretation regarding the inclusion of existing relief positions in the 22% minimum relief complement calculation and provide official position. CPC to review & respond.</i> <i>Prepare and share a mock-up national relief complement report showing the current relief complement, calculated minimum complement, and additional relief positions by installation. CPC to review & respond.</i> <i>Amend the presentation to reflect the negotiated language indicating that one relief position may be deleted where applicable. CPC to review & respond.</i> <i>Confirm the process for sharing monthly and quarterly relief reports through Firmex and ensure appropriate Union access. CPC to review & respond.</i>

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	review. Using rolling 52-week data: No adjustments will occur where relief coverage is between 65% and 80%, one relief position may be added if coverage falls below 65% and one relief position may be deleted if coverage exceeds 80%. CUPW's requested to revise the presentation to reflect the negotiated language that a relief position may be deleted. CPC agreed. CPC confirmed that the first review will occur in April 2027, using data from April 1, 2026 to March 31, 2027. CPC also confirmed that the historical bar chart review process ends immediately, with no final review occurring in fall 2026. The parties discussed sharing the new monthly and quarterly reports. CUPW preferred distribution through Firmex, provided regional and local representatives have access. CPC agreed to review Firmex access.	
PT Validation	CPC advised that, following its decision not to extend the PT Validation MOA beyond June 30, CUPW formally notified the Corporation of its intent to refer the remaining unresolved interim standards to the Engineer, as permitted under the MOA. CUPW sought clarification on the process, noting that while the MOA outlines the referral mechanism, it does not specify the procedural steps that follow. CPC confirmed that the next step is for CUPW to consolidate and formally submit the unresolved issues to the Engineer. CUPW indicated that it intends to prepare and share the list with CPC before sending it over to the Engineer who will act as a mediator. Both parties agreed that the current interim standards will remain in effect pending the Engineer's review. CUPW asked why CPC chose not to renew the MOA after extending it several times over the years. CPC responded that, after reviewing the arrangement, it concluded there was no longer sufficient value in continuing the interim standards. CPC noted that the standards have been used operationally for more than a decade, that many original concerns have diminished or become less relevant, and that operational changes such as SSD have reduced the need for further extensions.	

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	CUPW advised that the original validation process involved approximately 299 issues, many of which have since been resolved. Remaining concerns are primarily related to, the MM Stop standards, and preparation for dispatch activities, particularly following SSD implementation. CPC requested that CUPW provide its consolidated list in advance so both parties can confirm which matters remain unresolved. CUPW acknowledged. CUPW also raised the possibility of impacts on the RSMC collective agreement, noting that some provisions may rely on outcomes from the Urban PT validation process. CPC acknowledged the general principle of applying Urban standards to RSMCs where appropriate but was not aware of any specific provisions tied directly to PT validation. CUPW agreed to review the RSMC language further and raise any related concerns through the appropriate consultation process.	
VRTO- March 3rd consultation follow up	CUPW advised that it remained dissatisfied with CPC's June 30th response, arguing that the requested schedules were necessary to understand the methodology used to assess vehicle reductions nationally. CUPW maintained that, because VRTO is a national initiative affecting multiple regions, the information should be provided through the national consultation process to support meaningful consultation. CPC clarified that it was not refusing to provide the information, but maintained that work schedules are established, managed, and maintained locally. As a result, CPC's position is that requests for individual schedules and related operational decisions should be addressed through local consultation, where managers have the detailed knowledge required to explain them. CUPW disagreed and argued that access to the information at the national level remains necessary for evaluating the overall VRTO program. CUPW mentioned reports of operational issues under VRTO, including allegations that employees had been required to return early to exchange vehicles due to incorrect vehicle assignments. CPC responded that employees should normally complete their assignments before returning and advised that such concerns should first be raised through local consultation, with escalation if unresolved.	

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	CUPW maintained that CPC was effectively refusing to provide the requested work schedules at the national consultation level, while CPC maintained that the information would not be provided at the national level but would be available through local consultation only, which it considers the appropriate forum.	
Home Pickup service is expanding	CPC provided an update on the Home Pickup Expansion, advising that the soft launch began on April 27, 2026 in Orleans, Kanata, and Chabanel (approximately 300,000 points of call) before expanding nationally to approximately 8.6 million eligible addresses. CPC clarified that eligibility criteria have not changed and continue to be limited to addresses meeting existing operational requirements, such as being located on motorized routes and having suitable delivery point types. CPC noted that the long-term target remains approximately 11.6 million eligible points of call by 2029, with future growth tied to network changes. Service modifications may be required in future for expansion, if so, consultations will occur. Until such time, organic growth to eligible universe size may be realized as a result of ongoing network changes (e.g.: growth of motorized routes / CMB conversions). CUPW requested a breakdown of eligible addresses by Urban and RSMC service areas and by affected FSAs. CPC advised that address-level data is not available but agreed to review whether Urban and RSMC based breakdowns could be shared. CUPW also questioned the use of the term "expansion," and CPC confirmed that it refers only to the increase in the number of eligible delivery points, not to any change in service parameters. CUPW raised concerns that previous consultations had focused primarily on returns, whereas recent communications indicated that outgoing parcels are also included. CPC acknowledged that proof of concept communications emphasized returns because they represented most expected volume, but confirmed that outgoing parcels have always been eligible. CUPW requested current usage statistics. CPC reported that, since May 5, 2026, there have been 328 scheduled pickups nationally, including 248 successful pickups, 24 missed pickups, 44 cancellations, and 12 future dated requests. CPC acknowledged that adoption has been lower than anticipated and stated that increasing customer usage is a key focus.	<i>Provide CUPW with a breakdown of eligible Home Pickup FSAs, including Urban and RSMC service counts. CPC to review & respond.</i> <i>Review whether Home Pickup volume report incl. scheduled, successful, missed, cancelled and future-dated pickups, could be shared. CPC to review & respond.</i>

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	Looking ahead, CPC advised that Phase 2 will focus on increasing usage rather than expanding eligibility. Planned enhancements include allowing customers to schedule pickups through the Canada Post website in addition to the mobile app and potentially enabling merchants to offer Home Pickup as a return option at checkout. CPC emphasized that these enhancements would not change service eligibility, geographic coverage, or operational processes. CUPW stated that any future phases would still require consultation. CPC understood and agreed to follow requirements as per collective agreement. CPC also noted that employee feedback has generated ideas for future enhancements, including the possibility of permitting apartment residents to leave parcels with concierges for pickup. CPC stressed that this remains only a concept under consideration. CUPW expressed concerns about potential workload impacts but also agreed that concierge pickups could simplify certain transactions. CUPW requested report on Home Pickup volumes, including scheduled, successful, missed, and cancelled pickups during the first year of implementation. CPC agreed to review what reporting could be provided.	
Canada Shops Marketplace Now Live	CPC provided an update on the Canada Shops Marketplace proof of concept, advising that the initiative remains unchanged from what was previously presented to CUPW. The platform originally launched in October 2024 but was taken offline shortly afterward due to the work stoppage. CPC explained that several merchants withdrew during that period, requiring efforts to re-engage merchants, refine the platform, and prepare for a stable relaunch. CPC stated that the marketplace was not relaunched until situations stabilized to avoid further disruption and protect merchant confidence. The relaunch is occurring in June/July 2026, allowing approximately six months of evaluation before year end. CUPW asked whether the initiative remains a proof of concept. CPC confirmed that it does, explaining that the objective is to test both the platform's technical functionality and whether Canadian consumers will actually purchase products from Canadian merchants as anticipated by previous market research. CPC noted that surveys showed strong interest in buying Canadian	

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	products, and the POC is intended to validate whether that interest translates into sustainable sales. CUPW asked whether the platform development had been completed. CPC confirmed that Deloitte's work as system integrator has been finalized and that the platform is fully operational. CUPW also asked whether the BFLF returns integration had been implemented. CPC advised that it has not, and that returns continue to be managed directly by participating merchants. CPC advised that the first phase of marketing will use Canada Post's own channels with direct mail promotion beginning the week of July 27, 2026 and rolling out over approximately six weeks. A second phase beginning in August will include paid marketing. CPC noted that testing marketing effectiveness is part of the proof of concept. CUPW asked whether all participating merchants are publicly identified on the website. CPC explained that merchant names appear on product listings but there is currently no dedicated page listing all participating merchants, though this may be considered in the future. CUPW sought clarification regarding the free shipping offer. CPC confirmed that customers receive free shipping on orders of \$50 or more, even when products are purchased from multiple merchants. CPC stated that free shipping is part of the pricing model being evaluated during the proof of concept. CUPW suggested a follow-up consultation after several months to review results. CPC agreed. CUPW also asked whether television or influencer based marketing had been considered. CPC advised that while influencers have been explored, television advertising is not currently being pursued due to cost considerations. CPC stated that additional investments in marketing and platform enhancements may be considered if the POC proves successful. CUPW noted that significant growth in Marketplace volumes could create operational impacts for Canada Post employees and requested that those impacts be assessed if volumes increase substantially. CPC acknowledged the concern and agreed to consider the request.	

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Raddar expansion nationally	CPC provided an update on the national expansion of the Raddar flyer program, advising that the initiative was expanded nationwide during the week of June 15, 2026. Previously, the program had been concentrated mainly in Quebec, with limited deployment in Ontario, Pacific, and Atlantic regions. CPC noted that while the program is now available nationally, participation at individual depots depends on customer demand. CUPW raised concerns about the different flyer formats being received in the field. CPC confirmed that two versions currently exist: a quarter-folded version (the intended format) and a half-folded version. CPC explained that some production facilities do not yet have the required folding equipment, resulting in certain depots receiving the half-folded product. CPC advised that additional folding equipment is expected to be installed beginning in the fall, although no detailed rollout schedule is currently available. CUPW requested a list of locations receiving the half-folded version, and CPC agreed to determine whether such information can be provided. CUPW also reported concerns from Thunder Bay that employees delivering the half-folded version were not receiving the additional 2.5 cent payment provided under the collective agreement. CPC confirmed that employees should receive the additional payment wherever the half-folded version is distributed and agreed to investigate the issue. CPC clarified that these payments are processed centrally through national systems. CUPW cited examples where Raddar deliveries coincided with significant flyer volumes, increasing delivery burdens. CPC advised that mitigation measures are already in place, such as providing extra bunkers to operations and including the use of additional relay boxes where required and route assessments through the RMO. CPC stated that concerns about relay box requirements should be raised through supervisors and team leaders using existing operational processes. CUPW asked whether requests for additional relay boxes had been denied, CPC indicated it was not aware of any denied requests and encouraged CUPW to bring forward specific examples. CPC also advised that current national relay box inventory appears sufficient, estimating that approximately 400–500 relay boxes are available	<i>Review whether a list of depots currently receiving the half-folded Raddar product is available. CPC to review & respond.</i> <i>Investigate reports that employees in Thunder Bay are not receiving the additional payment associated with the half-folded Raddar product. CPC to review & respond.</i>

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	nationally, although deployable quantities may vary depending on equipment condition. CPC concluded by noting that the current Raddar product remains lighter than the mature version used in Quebec, with current mailings generally weighing 80–100 grams compared to approximately 125 grams in more established markets.	
SLBs for small parcel returns	CPC presented a 12 month pilot involving the installation of 25 SLBs dedicated to small parcel returns. The objective is to provide customers with a more convenient return option while assessing customer usage, return volumes, and operational impacts. Pilot locations were selected based on higher parcel return volumes and strong CMB presence. CPC advised that existing SLB clearance reporting methods (empty, lightly filled, well filled) will initially be used to monitor activity. CUPW requested details on how locations were selected. CPC confirmed that selections were based on parcel return volume data at the FSA level and that 25 locations were chosen as a manageable test group, although other locations may also be suitable if the service expands. CUPW raised concerns about customer confusion, including the risk that customers may deposit regular mail or oversized parcels. CPC advised that dedicated signage and branding are being developed. CUPW recommended including visual examples and maximum parcel dimensions on the boxes, and CPC agreed to consider additional visual guidance. CUPW questioned whether existing SLB fullness measurements would accurately capture parcel activity, noting that a few parcels could occupy significant space and distort reporting. CPC acknowledged this limitation and stated that additional metrics, such as parcel scan data and comparison with processing plant volumes, may be used to validate results. Operational concerns were also raised regarding parcels becoming lodged in containers, customers continuing to place parcels into full boxes, and potential customer frustration if a SLB is full. CPC advised that identifying these issues is one of the pilot's objectives and noted that additional return SLBs could be installed if required, although usage may not be evenly distributed between boxes.	<i>Provide CUPW with the list of affected urban and rural routes, including the applicable route numbers. CPC to review & respond.</i> <i>CPC to confirm the post-clearance process for handling and dispatching returned parcels at the depot. CPC to review & respond.</i> <i>Provide the employee communication plan. CPC to review & respond.</i>

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	CUPW requested a breakdown of pilot locations by Urban and RSMC routes, including route numbers. CPC confirmed that both urban and rural areas are included and agreed to provide the route information. CPC also confirmed that applicable SLB clearance time will be added through the normal route measurement process. CUPW sought clarification on the operational process after parcels are collected, including depot handling, dispatch procedures, equipment requirements, space considerations, and whether employees who do not currently perform SLB clearances will require instructions or training. CPC stated that the intention is to follow existing SLB clearance and parcel return processes but acknowledged that further confirmation is required from operational teams regarding detailed handling procedures and agreed to providing that information. CPC advised that the pilot is expected to launch on August 15, with installation dates still being finalized. Employee communications, job aids, and related materials are being developed and are expected to be issued in early August. CUPW requested that all communications and training materials be shared with the Union before distribution, and CPC agreed.	

Next meeting: 18th August