

2023 ESG Transparency Supplement

Canada Post Corporation





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About this report

Canada Post is committed to timely and transparent ESG reporting. By disclosing clear and comprehensive information about the company's performance on environmental, social and governance initiatives, we can provide accountability, foster trust with our stakeholders and enable informed decision-making. The ESG Transparency Supplement aims to provide a consolidated overview of Canada Post's ESG performance. Performance data included in this supplement is discussed further in the [2023 Sustainability Report](#). This supplement should be read in conjunction with the Sustainability report and is not a substitute for it.

Scope

Canada Post is a federal Crown corporation, reporting to Parliament through the Minister of Public Services and Procurement, and has a single shareholder, the Government of Canada. Canada Post's headquarters are in Ottawa, Ontario, with operations serving every address in Canada. Information and data provided in this report cover only the Canada Post segment of the Canada Post Group of Companies. Canada Post publishes its Sustainability Report annually.

Unless otherwise stated, metrics included in this supplement cover our activities during the period January 1 to December 31 for the years indicated.

External assurance

The Corporation believes the information in this report to be accurate. External assurance was conducted on selected data, including 100 per cent of our scope 1 and 2 greenhouse gas (GHG) emissions, 70 per cent of our scope 3 emissions and our health and safety key performance indicators (KPIs).



ESG reporting frameworks

Canada Post's 2023 Sustainability Report and ESG Transparency Supplement were prepared using the Global Reporting Initiative (GRI) as a basis of reference. Information on specific indicators is outlined in the [GRI index](#) of this supplement. The 2023 Sustainability Report and ESG Transparency Supplement also integrate the Sustainability Accounting Standards Board's air freight and logistics sector standards for disclosures relevant to Canada Post as outlined in the [SASB index](#) section of this supplement.



Canada Post – Our business

As the country's postal service and leading ecommerce delivery company, Canada Post is the only delivery organization with the network and commitment to serve all Canadians. With a vast operating network that requires significant coordination between collection, processing, transportation and delivery activities, Canada Post delivered to **17.4 million addresses** across the country in 2023, **handled 6.5 billion pieces** of mail, parcels and messages, and sorted and delivered an average of **26 million items daily**.

Our network includes **22 processing plants**, **462 letter carrier depots** and **1.7 million post office boxes**. We also operate **5,789 post offices**, corporately owned or managed by an authorized dealer. We operate over **14,800 vehicles** delivering to **22,411 street letter boxes** and **219,579 community mailbox sites**.





Responsible business practices

The table below presents results for our key responsible business practice metrics, 2020-2023.

Indicator	Metric	2020	2021	2022	2023
Economic performance	Revenues (in millions of dollars)	\$6,942	\$7,349	\$7,182	\$6,942
	Sustainable economy revenues (in millions of dollars) ¹	N/A	\$16.8	\$17.3	\$72.6
Executive compensation	CEO to employee pay ratio ²	10.2	8.6	10.7	9.9
Governance structure and composition	Total number of Board members	9	10	10	11
	Number of independent members on the Board of Directors	8	9	9	10
	Number of women on the Board of Directors	4	5	4	5
	Number of Indigenous people on the Board of Directors	1	0	0	1
	Number of Board members who self-identify as a visible minority	2	1	1	1
	Number of Board members who self-identify as a person with a disability	0	0	0	0
Disclosure of wrongdoing	Number of reports received	210	236	293	130
Human rights	Formal human rights complaints	23	26	34	24
	Internal human rights complaints	155	85	47	29
	Pre-emptive human rights complaints	40	82	269	138
	Total human rights complaints	218	193	350	191
Compliance and anti-competitive behaviour	Number of court or tribunal decisions against Canada Post related to anti-competitive behaviour	0	0	0	0
	Material fines related to non-compliance with laws and regulations	0	0	0	0
Public policy programs	Number of items delivered free of charge to people who are blind or partially sighted	1,000,000	900,000	730,000	671,000
	Number of shipments of library materials benefitting from reduced postage	500,000	764,000	861,000	942,000
Official language complaints	Total number of official language complaints	22	44	41	28

1. Sustainable economy revenues are those related to sustainable packaging, electric vehicle charging and the use of electric or plug-in electric hybrid vehicles.

2. Ratio of the maximum CEO compensation for Crown Corporations including at-risk pay to average employee cost including benefits.



Indicator	Metric	2020	2021	2022	2023
Customer-related privacy complaints and breaches	Total number of substantiated complaints received concerning breaches of customer privacy from outside parties	11	6	0	7
	Total number of substantiated complaints received concerning breaches of customer privacy from regulatory bodies	1	0	0	1
	Total number of identified leaks, thefts or losses of customer data	10	5	6	3
Security of the mail	Number of postal facility inspections	270	165	277	153
	Number of security of the mail awareness sessions with front-line employees, contractors and the general public	888	900	1,118	1,070
Access to information requests and complaints	Total number of requests for access to information	79	97	71	83
	Total number of complaints received concerning access to information requests	12	16	12	7
	Total number of substantiated complaints received concerning access to information requests	2	4	0	0
Responsible investment	Canada Post Pension Plan (defined benefit component) investments in renewable energy and energy storage (in millions of dollars)	\$221	\$242	\$277	\$305

Sustainable procurement

The table below presents results for the proportion of our procurement spend in each of our key focus areas, 2020-2023.

Indicator	Metric	2020	2021	2022	2023
Procurement spend	% of direct and indirect procurement spend with Indigenous Peoples	1.9%	2.1%	3.1%	4.0%
	% of procurement spend with small or medium businesses (SMEs) and registered B corporations	N/A	30.4%	35.3%	35.5%
	% of procurement spend with diverse ³ suppliers	N/A	6.3%	7.7%	14.2%
	% of suppliers by spend with a science-based target commitment	29.4%	31.3%	58.1%	66.2%
	% of suppliers by spend with an approved science-based target	8.7%	10.9%	13.0%	21.3%

3. Suppliers majority-owned and directed by women, members of visible minority groups, people with disabilities, 2SLGBTQIA+ people or veterans, excluding suppliers that are majority-owned by Indigenous people.



Environmental stewardship

The table below presents results for our key environmental metrics, 2020-2023.

Indicator	Metric	2020	2021	2022	2023
Energy consumption (MWh)	Natural gas	184,247	172,389	181,840	160,912
	Heating oil	11,672	10,713	10,213	8,176
	Propane	338	955	1,114	845
	Diesel	234	95	89	64
	Owned fleet propane and compressed natural gas (CNG) use	2,107	63	128	12
	Owned fleet gasoline use	208,746	217,425	209,415	212,367
	Owned fleet diesel use	64,570	66,052	61,676	60,778
	Electricity	287,613	287,710	271,295	270,369
	Total energy consumption	759,528	755,402	735,770	713,523
Energy intensity (MWh per billion dollars of revenue)	Energy intensity	109,411	102,790	102,446	102,784
Non-emitting electricity (%)	Non-emitting electricity consumption	77%	78%	78%	88%
Direct (scope 1) GHG emissions (kt CO ₂ e) – Facilities	Natural gas	33.2	31.0	33.5	29.6
	Heating oil	3.0	2.8	2.6	2.1
	Propane	0.1	0.2	0.2	0.2
	Diesel	0.1	0.0	0.0	0.0
	Fugitive emissions	0.9	0.5	0.6	0.6
Direct (scope 1) GHG emissions (kt CO ₂ e) – Fleet	Owned fleet propane and CNG use	0.5	0.0	0.0	0.0
	Owned fleet gasoline and diesel use	66.5	68.9	65.9	66.4
Indirect (scope 2) GHG emissions (kt CO ₂ e)	Electricity – Location-based	34.2	35.7	31.0	29.3
	Electricity – Market-based	28.0	27.5	25.6	15.3



Indicator	Metric	2020	2021	2022	2023
Other indirect (scope 3) GHG emissions (kt CO ₂ e)	Category 1: Purchased goods and services	169.8	176.0	108.4	81.1
	Category 2: Capital goods	48.0	51.9	44.3	62.8
	Category 3: Fuel- and energy-related activities	37.7	38.2	36.9	32.7
	Category 4: Upstream transportation and distribution (total)	581.3	605.1	583.2	488.9
	Domestic Ground	293.4	308.2	290.5	285
	Rail	1.4	1.8	1.4	1.1
	International Outbound Air	30.3	27.7	20.6	19.9
	Domestic Air	213.6	223.0	226.4	141.1
	International Ground	4.1	4.0	4.1	4.0
	Rural and Suburban Mail Carriers (RSMC)	33.0	34.0	33.7	31.6
	Combined Urban Services (CUS)	5.5	6.4	6.6	6.2
	Category 5: Waste generated in operations	4.4	5.4	10.4	10.7
	Category 6: Business travel	4.5	4.0	10.0	10.2
	Category 7: Employee commuting	77.9	81.4	85.1	84.7
	Category 12: End-of-life treatment of sold products	0.5	0.6	0.5	0.5
	Category 15: Investments	196.6	202.8	211.2	204.2
Total GHG emissions (kt CO ₂ e)	Total scope 1	104.1	103.4	102.9	98.9
	Total scopes 1 and 2 (market-based)	132.1	131.0	128.5	114.2
	Total scope 3	1,120.6	1,165.3	1,090.0	975.7
	Total scopes 1, 2 (market-based) and 3	1,252.7	1,296.3	1,218.5	1,089.9
Emissions intensity (kt CO ₂ e per billion dollars of revenue)	Scope 1 and 2 (market-based) emissions intensity	19.0	17.8	17.9	16.5



Indicator	Metric	2020	2021	2022	2023
Nitrogen oxides (NO _x), sulphur oxides (SO _x) and other significant air emissions (metric tons)	Nitrogen oxides (NO _x)	36.8	38.0	36.4	36.9
	Sulphur oxides (SO _x)	5.1	5.3	4.6	4.6
	Particulate matter (PM)	2.2	2.3	2.2	2.2
Water (cubic metres)	Total water use	459,527	430,631	407,442	N/A ¹
Waste generated (metric tons) ²	Total weight of waste generated	19,068	20,439	40,454	41,584
	% of Canada Post sites covered by square footage	66%	66%	100%	100%
	Total weight of waste to landfills	5,192	7,035	13,530	13,682
	Total weight of waste recycled	13,876	13,403	26,925	27,902

1. Due to timing of data availability, 2023 water use was not available at the time of publication.
2. 2022 and 2023 waste metrics reflect improved data sources and inclusion of durable goods sent for recycling.



People and culture

The table below presents our results against people and culture metrics, 2020-2023.

Indicator	Metric	2020	2021	2022	2023
Work-related injuries	Total injury frequency rate	N/A	6.6	5.9	5.4
	Lost-time injury frequency rate	N/A	3.2	2.7	2.3
	Total injury severity rate	N/A	309	287	260
	Motor vehicle collision rate	N/A	11.1%	10.9%	9.6%
	Slips, trips and falls	N/A	1,223	1,166	925
	Manual material handling incidents	N/A	1,141	949	659
	Workplace harassment and violence incidents	N/A	886	553	886
Breakdown of employees by region (includes employees on unpaid leave)	Alberta	11.0%	10.5%	10.7%	10.6%
	British Columbia	13.0%	13.0%	12.9%	12.7%
	Manitoba	3.7%	3.7%	3.7%	3.8%
	New Brunswick	2.4%	2.4%	2.4%	2.4%
	Newfoundland and Labrador	2.0%	2.1%	2.0%	2.0%
	Northwest Territories	0.1%	0.1%	0.1%	0.1%
	Nova Scotia	3.1%	3.2%	3.3%	3.3%
	Nunavut	0.1%	0.1%	0.1%	0.1%
	Ontario	41.0%	41.2%	41.7%	41.4%
	Prince Edward Island	0.4%	0.4%	0.4%	0.4%
	Quebec	19.8%	19.7%	19.0%	19.5%
	Saskatchewan	3.5%	3.5%	3.5%	3.5%
	Yukon	0.1%	0.1%	0.1%	0.1%



Indicator	Metric	2020	2021	2022	2023
Diversity of employees ¹ (Workforce analysis, Operational report)	Overall workforce – Women	48.3%	47.9%	47.4%	47.4%
	Overall workforce – Indigenous people	2.5%	2.9%	3.1%	3.3%
	Overall workforce – People with disabilities	3.9%	6.8%	7.9%	8.5%
	Overall workforce – Visible minorities	21.2%	23.4%	24.9%	26.1%
	Senior management ² – Women	40.3%	44.9%	43.5%	41.7%
	Senior management ² – Indigenous people	1.5%	0.0%	0.0%	0.0%
	Senior management ² – People with disabilities	6.0%	11.6%	22.6%	20.8%
	Senior management ² – Visible minorities	10.4%	14.5%	14.5%	13.9%
Employee engagement	% participation rate in engagement survey	25%	51%	53%	46%
	Engagement score (index)	72	73	71	70
	% of employees who agree that Canada Post is an environmentally responsible company	42%	47%	49%	52%
Training and development	Hours of training delivered	680,000	787,000	829,000	927,500
	Average hours of training per employee	10	11	12	14
Talent acquisition ¹	Total new hires	11,994	11,633	12,678	9,183
	% Women	44.7%	46.4%	47.5%	46.1%
	% Indigenous people	3.0%	3.6%	4.5%	4.9%
	% People with disabilities	5.6%	7.8%	9.3%	10.5%
	% Visible minorities	31.0%	31.9%	33.5%	33.6%
Employee retention	Employee turnover rate (regular full-time and part-time permanent employees)	5.1%	6.5%	7.4%	6.2%
Parental leave	Number of employees taking parental leave ³	1,553	1,761	1,853	1,530

1. Based on self-identification.

2. Includes general managers and above.

3. Reflects both maternity and parental leave. Some employees may be counted in multiple years if their leave crossed over between years.



Indicator	Metric	2020	2021	2022	2023
Pension plans	Defined contribution plan – Number of active participants	4,180	5,103	6,060	6,839
	Defined contribution plan – Canada Post contributions	\$15.5M	\$17.1M	\$22.7M	\$27.6M
	Defined contribution plan – Members' contributions	\$9.2M	\$10.2M	\$13.6M	\$16.5M
	Defined benefit plan – Number of active participants	53,132	53,397	52,984	52,071
	Defined benefit plan – Projected benefit obligation	\$36,741M	\$34,905M	\$27,167M	\$28,773M
	Defined benefit plan – Estimated value of assets	\$29,616M	\$32,357M	\$29,520M	\$30,837M
	Defined benefit plan – Canada Post current service contributions	\$301M	\$326M	\$318M	\$37M
	Defined benefit plan – Members' contributions	\$281M	\$297M	\$296M	\$251M
Labour relations	Grievances filed	12,256	14,108	14,300	17,022
	Grievances pending	22,299	22,331	24,875	26,172



Socio-economic impact

The table below presents our results in the community engagement and accessibility categories, 2020-2023.

Indicator	Metric	2020	2021	2022	2023
Community engagement	Number of security of the mail awareness sessions with Indigenous community leaders, law enforcement and/or local postal officials	N/A	100	120	125
	In collaboration with Indigenous and Northern communities that have self-identified as dry communities, number of items (suspected of containing illicit products) detected, inspected and removed from the postal system inbound for these communities	N/A	2,218	3,574	3,191
	Grants made by the Canada Post Community Foundation (in millions of dollars)	\$1.3	\$1.2	\$1.3	\$1.2
	Total number of organizations supported by the Canada Post Community Foundation	118	100	101	84
Digital accessibility	% of digital accessibility across all active digital products	77.3%	85.9%	88.8%	92.0%
Delivery accommodation program	New approved accommodations	1,636	1,711	2,152	2,004
	Total active accommodations	17,795	19,524	16,119	16,753



Global Reporting Initiative index

Canada Post's 2023 Sustainability Report and ESG Transparency Supplement have been prepared using the Global Reporting Initiative (GRI) Standard. The index below lists where you can find information related to each GRI criterion – either within the 2023 Sustainability Report, this supplement, or through links to other sources as required. For some indicators, we provide a short statement within the index with comments or further information.

For a summary of ESG key performance indicators over the last four years, please refer to the [“Responsible business practices”](#) [“Environmental stewardship”](#) [“People and culture”](#) and [“Socio-economic impact”](#) sections of this report.

General disclosures

Category	Disclosure number	Requirements	Response
Organizational profile	2-1	Organizational details	See “About this report” in the Sustainability Report .
	2-2	Entities included in the organization's sustainability reporting	See “About this report” in the Sustainability Report .
	2-3	Reporting period, frequency and contact point	See “About this report” in the Sustainability Report .
	2-4	Restatements of information	Restatements were made to our 2020, 2021 and 2022 GHG Inventories as a result of methodology updates to increase the accuracy of our GHG emissions reporting. See “Emissions reduction and decarbonization” in the Sustainability Report .
	2-5	External assurance	See “About this report” section in this report.
	2-6	Activities, value chain and other business relationships	See “How we create sustainable value” in the Sustainability Report . There have been no significant changes to our activities, value chain and other business relationships in the reporting year.
	2-7	Employees	See “People and culture” and “Equity, diversity and inclusion” in the Sustainability Report . Data provided reflects headcount as of December 31, 2023.



Category	Disclosure number	Requirements	Response
Organizational profile	2-8	Workers who are not employees	Our contracted employees are included in our total number of full-time employees. Canada Post contracted employees provide on-call backup to support our operational demands. See “People and culture” in the Sustainability Report . Data provided reflects headcount as of December 31, 2023.
	2-9	Governance structure and composition	See “Corporate governance” in the Sustainability Report . See also: Board tenure and responsibility details: Canada Post website: Role of the Board . Board gender and diversity details: Canada Post website: Board of Directors’ biographies , Board diversity .
	2-10	Nomination and selection of the highest governance body	See “Corporate governance” in the Sustainability Report .
	2-11	Chair of the highest governance body	See “Corporate governance” in the Sustainability Report .
	2-12	Role of the highest governance body in overseeing the management of impacts	See “Corporate governance” in the Sustainability Report .
	2-13	Delegation of responsibility for managing impacts	See “Corporate governance” in the Sustainability Report .
	2-14	Role of the highest governance body in sustainability reporting	See “Corporate governance” in the Sustainability Report .
	2-15	Conflicts of interest	See “Corporate governance” in the Sustainability Report .
	2-16	Communication of critical concerns	Canada Post handles critical concerns from stakeholders, citizens and customers through corporate correspondence, escalating critical issues to senior management. Canada Post also handles concerns from municipal, provincial and federal governments through established government and community affairs channels, escalating critical issues to senior management who in turn communicate critical issues to the Board of Directors. See “Corporate governance” in the Sustainability Report .
	2-17	Collective knowledge of the highest governance body	See “Corporate governance” in the Sustainability Report .
	2-18	Evaluation of the performance of the highest governance body	See “Corporate governance” in the Sustainability Report . See also: Canada Post website: Corporate governance and Role of the Board .



Category	Disclosure number	Requirements	Response
Organizational profile	2-19	Remuneration policies	<p>See “Corporate governance” in the Sustainability Report.</p> <p>See Government of Canada website: Performance Management Program for Chief Executive Officers of Crown Corporations.</p> <p>See Government of Canada website: Salary ranges and maximum performance pay for Governor in Council appointees.</p>
	2-20	Process to determine remuneration	<p>See Government of Canada website: Performance Management Program for Chief Executive Officers of Crown Corporations.</p> <p>See Government of Canada website: Salary ranges and maximum performance pay for Governor in Council appointees.</p>
	2-21	Annual total compensation ratio	See the “ Responsible business practices ” section of this report.
	2-22	Statement on sustainable development strategy	See “Message from the Chair of the Board” in the Sustainability Report .
	2-23	Policy commitments	See “Ethics” in the Sustainability Report .
	2-24	Embedding policy commitments	<p>See “ESG governance,” “Ethics,” “Responsible investment” and “Sustainable procurement” in the Sustainability Report.</p> <p>Corporate policies outline Canada Post’s commitments or expectations on issues of importance to its business operations and reputation, and:</p> <ul style="list-style-type: none"> • are intended to guide decisions, actions, conduct and practices and are necessarily broad to enable the Corporation to address issues consistently across its entire operation. • apply to every employee. • define the parameters (standards/expectations) within which present and future management decisions should be made, as well as guide actions and conduct within Canada Post and outsiders. Policies address internal needs (e.g., conflict of interest), external trends (e.g., contributions, marketing and competitive practices) and legislated requirements (e.g., official languages, access to information, privacy). <p>Policies provide a foundation for internal operational and administrative decisions. They are consistent with the direction of the Code of Conduct and provide information for a specific area of business.</p> <p>Business practices standardize the way Canada Post operates and applies policies, rules and relevant decisions. By describing how something should be done, business practices allow for consistent operation across the entire Corporation. Business practices are directed to specific groups of employees. For example, the hiring practice is directed to team leaders.</p>



Category	Disclosure number	Requirements	Response
Organizational profile	2-25	Processes to remediate negative impacts	See “Renewing relationships with Indigenous Peoples,” “Ethics,” “Emissions reduction and decarbonization,” “Zero waste,” “Equity, diversity and inclusion” and “Labour relations” in the Sustainability Report .
	2-26	Mechanisms for seeking advice and raising concerns	See “Ethics” and “Labour relations” in the Sustainability Report .
	2-27	Compliance with laws and regulations	See “Ethics” in the Sustainability Report .
	2-28	Membership associations	Canada Post’s memberships include: PAC Global, the Canada Green Building Council, Climate Engagement Canada, Climate Action 100+, Canadian Council for Aboriginal Business, Canadian Aboriginal and Minority Supplier Council, Women Business Enterprises Canada Council, Sustainable Mail Group, Urban Delivery Solutions Initiative (USDI) and the Rick Hansen Foundation, among others.
	2-29	Approach to stakeholder engagement	See “Stakeholder engagement” in the Sustainability Report .
	2-30	Collective bargaining agreements	See “People and culture” and “Labour relations” in the Sustainability Report .
Material topics	3-1	Process to determine material topics	See “Stakeholder engagement” and “Material environmental, social and governance topics” in the Sustainability Report .
	3-2	List of material topics	See “Stakeholder engagement” and “Material environmental, social and governance topics” in the Sustainability Report .
	3-3	Management of material topics	Details on the management of each material topic are reported in the relevant section of the Sustainability Report .
Economic performance	201-1	Direct economic value generated and distributed	See “How we create sustainable value” in the Sustainability Report . Also see: “ Responsible business practices ” in this report, and the 2023 Canada Post Annual Report
	201-2	Financial implications and other risks and opportunities due to climate change	See “Emissions reduction and decarbonization” and “Climate-related risks and opportunities” in the Sustainability Report .
	201-3	Defined benefit plan obligations and other retirement plans	See “Talent management” and “Compensation and benefits” in the Sustainability Report .
	201-4	Financial assistance received from government	No financial assistance was received from the government during the reporting period.
	203-1	Infrastructure investments and services supported	See “How we create sustainable value” in the Sustainability Report .



Category	Disclosure number	Requirements	Response
Economic performance	203-2	Significant indirect economic impacts	See “How we create sustainable value” in the Sustainability Report .
Procurement practices	204-1	Proportion of spending on local suppliers	In 2023, 95% of addressable spend was with local suppliers within Canada.
Anti-corruption	205-1	Operations assessed for risks related to corruption	Security and Investigation Services (S&IS) is responsible for oversight and interpretation of Canada Post’s Anti-Fraud Policy and is accountable for maintenance. S&IS will conduct investigations in accordance with established investigative processes and procedures consistent with regulatory and legislative requirements. In addition, S&IS will investigate other categories of fraud that have failed to be captured by the legislative requirements, such as cyber-fraud, data breach, suspicious money laundering activities, insider threat, mail forward fraud, etc., to ensure that all emerging categories of fraud continue to be monitored or prevented. Investigation results will not be disclosed or discussed other than with those persons who have a legitimate right and need to know. Canada Post will seek restitution for any losses incurred from an act of fraud.
	205-2	Communication and training about anti-corruption policies and procedures	Canada Post has an internal Anti-Fraud Policy in place. Employees are required to adhere to corporate policies as laid out in our Code of Conduct . For more details see Canada Post’s Code of Conduct .
	205-3	Confirmed incidents of corruption and actions taken	See “Ethics” in the Sustainability Report .
Anti-competitive behaviour	206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	See “Ethics” in the Sustainability Report .
Materials	301-1	Materials used by weight or volume	Not yet reported.
	301-2	Recycled input materials used	See “Sustainable products and services” in the Sustainability Report .
	301-3	Reclaimed products and their packaging materials	See “Sustainable products and services” in the Sustainability Report .
Energy	302-1	Energy consumption within the organization	See “Emissions reduction and decarbonization” in the Sustainability Report .
	302-3	Energy intensity	See the “ Environmental stewardship ” section of this report.
	302-4	Reduction of energy consumption	See “Emissions reduction and decarbonization” in the Sustainability Report .



Category	Disclosure number	Requirements	Response
Emissions	305-1	Direct (scope 1) GHG emissions	See “Emissions reduction and decarbonization” in the Sustainability Report .
	305-2	Energy indirect (scope 2) GHG emissions	See “Emissions reduction and decarbonization” in the Sustainability Report .
	305-3	Other indirect (scope 3) GHG emissions	See “Emissions reduction and decarbonization” in the Sustainability Report .
	305-4	GHG emissions intensity	See “Emissions reduction and decarbonization” in the Sustainability Report .
	305-5	Reduction of GHG emissions	See “Emissions reduction and decarbonization” in the Sustainability Report .
	305-6	Emissions of ozone-depleting substances (ODS)	Canada Post does not currently have any ODS emissions through the operations of its business.
	305-7	Nitrogen oxides (NO _x), sulphur oxides (SO _x) and other significant air emissions	See the “ Environmental stewardship ” section of this report.
Waste	306-1	Waste generation and significant waste-related impacts	See “Zero waste” in the Sustainability Report .
	306-2	Waste by type and disposal method	See “Zero waste” in the Sustainability Report .
	306-3	Waste generated	See “Zero waste” in the Sustainability Report .
	306-4	Waste diverted from disposal	See “Zero waste” in the Sustainability Report .
	306-5	Waste directed to disposal	See “Zero waste” in the Sustainability Report .
Employment	401-1	New employee hires and employee turnover	See “Talent management” in the Sustainability Report .
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	See “Talent management” and “Compensation and benefits” in the Sustainability Report .
	401-3	Parental leave	See “Talent management” and “Compensation and benefits” in the Sustainability Report .
Labour/ management relations	402-1	Minimum notice periods regarding operational changes	Our collective agreements include provisions for notification of changes, such as technical or technological changes (normally 120 days) and reorganization or restructuring (normally 30-90 days). The status of those collective bargaining agreements can be found in the “Labour relations” section of the Sustainability Report .



Category	Disclosure number	Requirements	Response
Occupational health and safety	403-1	Occupational health and safety management system	See “Health, safety and well-being” in the Sustainability Report .
	403-2	Hazard identification, risk assessment and incident investigation	See “Health, safety and well-being” in the Sustainability Report .
	403-3	Occupational health services	See “Health, safety and well-being” in the Sustainability Report .
	403-4	Worker participation, consultation and communication on occupational health and safety	See “Health, safety and well-being” in the Sustainability Report .
	403-5	Worker training on occupational health and safety	See “Health, safety and well-being” in the Sustainability Report .
	403-6	Promotion of worker health	See “Health, safety and well-being” in the Sustainability Report .
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	See “Health, safety and well-being” in the Sustainability Report .
	403-8	Workers covered by an occupational health and safety management system	See “Health, safety and well-being” in the Sustainability Report .
	403-9	Work-related injuries	See “Health, safety and well-being” in the Sustainability Report .
	403-10	Work-related ill health	See “Health, safety and well-being” in the Sustainability Report .
Training and education	404-1	Average hours of training per year per employee	See “Talent management” and “Learning and development” in the Sustainability Report .
	404-2	Programs for upgrading employee skills and transition assistance programs	See “Talent management” and “Learning and development” in the Sustainability Report .
	404-3	Percentage of employees receiving regular performance and career development reviews	See “Talent management” and “Performance management and talent development” in the Sustainability Report .
Diversity and equal opportunity	405-1	Diversity of governance bodies and employees	See “Corporate governance,” “People and culture” and “Equity, diversity and inclusion” in the Sustainability Report .
	405-2	Ratio of basic salary and remuneration of women to men	See “Equity, diversity and inclusion” in the Sustainability Report .



Category	Disclosure number	Requirements	Response
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	See “Equity, diversity and inclusion” in the Sustainability Report .
Freedom of association and collective bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	See “Labour relations” in the Sustainability Report .
Child labour	408-1	Operations and suppliers at significant risk for incidents of child labour	<p>Canada Post operations are conducted solely within Canada and the Corporation deems that there is no significant risk for incidents of child labour. No supplier was identified as having significant risk for incidents of child labour.</p> <p>Canada Post has issued guidelines that require suppliers to comply with and uphold all applicable international standards and domestic laws related to human and labour rights. During a request for proposals (RFP) process, due diligence is carried out through rated requirements, customer references and site visits to evaluate supplier experience and expertise for all contracts that warrant it. For projects where a subcontractor performs the majority of the work, Canada Post’s contractors are required to perform the same due diligence, and are held responsible for the quality and punctuality of the work performed.</p> <p>See Canada Post’s Supplier Code of Conduct.</p>
Forced or compulsory labour	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	<p>Canada Post operations are conducted solely within Canada and the Corporation deems that there is no significant risk for incidents of forced or compulsory labour. No supplier was identified as having significant risk for incidents of forced or compulsory labour.</p> <p>Canada Post has issued guidelines that require suppliers to comply with and uphold all applicable international standards and domestic laws related to human and labour rights. During an RFP process, due diligence is carried out through rated requirements, customer references and site visits to evaluate supplier experience and expertise for all contracts that warrant it. For projects where a subcontractor performs the majority of the work, Canada Post’s contractors are required to perform the same due diligence, and are held responsible for the quality and punctuality of the work performed.</p> <p>See Canada Post’s Supplier Code of Conduct.</p>



Category	Disclosure number	Requirements	Response
Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of Indigenous Peoples	In 2023, Canada Post did not have any legal action or complaint registered against it involving the rights of Indigenous Peoples. See “Renewing relationships with Indigenous Peoples” in the Sustainability Report for details on our Indigenous and Northern Reconciliation Strategy. See also: Canada Post website: Fostering Indigenous and Northern Reconciliation .
Local communities	413-1	Operations with local community engagement, impact assessments and development programs	See “How we create sustainable value,” “Accessibility,” “Renewing relationships with Indigenous Peoples” and “Community Foundation” in the Sustainability Report .
Public policy	415-1	Political contributions	Canada Post is a federal Crown corporation and does not make financial or in-kind contributions to political parties or politicians.
Marketing and labelling	417-2	Incidents of non-compliance concerning product and service information and labelling	In 2023, Canada Post did not receive any material fines relating to non-compliance with laws and regulations.
	417-3	Incidents of non-compliance concerning marketing communications	In 2023, Canada Post did not receive any material fines relating to non-compliance with laws and regulations.
Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	See “Privacy” in the Sustainability Report .



Sustainability Accounting Standards Board index

The 2023 Sustainability Report contains information in line with the recommendations of the Sustainability Accounting Standards Board (SASB) – Air Freight and Logistics industry classification. The index below lists where you can find information related to each SASB accounting metric – either within the 2023 Sustainability Report (Sustainability Report), this supplement, or through links to other sources as required. For some indicators, we provide a short statement within the index with comments or further information.

For a summary of ESG key performance indicators over the last four years, please refer to the [“Responsible business practices”](#) [“Environmental stewardship”](#) [“People and culture”](#) and [“Socio-economic impact”](#) sections of this report.

Category	SASB disclosure code	Accounting metric	Response
Greenhouse gas emissions	TR-AF-110a.1	Gross global scope 1 emissions	See “Emissions reduction and decarbonization” in the Sustainability Report .
	TR-AF-110a.2	Discussion of long-term and short-term strategy or plan to manage scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	See “Emissions reduction and decarbonization” and “Climate-related risks and opportunities” in the Sustainability Report .
	TR-AF-110a.3	Fuel consumed by (1) road transport, percentage (a) natural gas and (b) renewable, and (2) air transport, percentage (a) alternative and (b) sustainable	See “Emissions reduction and decarbonization” in the Sustainability Report .
Air quality	TR-AF-120a.1	Air emissions of the following pollutants: (1) NO _x (excluding N ₂ O), (2) SO _x and (3) particulate matter (PM ₁₀)	See the “Environmental stewardship” section of this report.
Labour practices	TR-AF-310a.1	Percentage of drivers classified as independent contractors	N/A
	TR-AF-310a.2	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	N/A
Employee health and safety	TR-AF-320a.1	(1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees	See “People and culture” and “Health, safety and well-being” in the Sustainability Report .



Category	SASB disclosure code	Accounting metric	Response
Supply chain management	TR-AF-430a.2	Total greenhouse gas (GHG) footprint across transport modes	See the “ Environmental stewardship ” section of this report.
Accident and safety management	TR-AF-540a.1	Description of implementation and outcomes of a safety management system	See “Health, safety and well-being” in the Sustainability Report .
	TR-AF-540a.2	Number of aviation accidents	N/A
	TR-AF-540a.3	Number of road accidents and incidents	See “Health, safety and well-being” in the Sustainability Report .
Activity metrics	TR-AF-000.A	Revenue tonne kilometres (RTK) for: (1) road transport and (2) air transport	N/A
	TR-AF-000.B	Load factor for: (1) road transport and (2) air transport	N/A
	TR-AF-000.C	Number of employees, number of truck drivers	See “People and culture” in the Sustainability Report .



For more information visit:
canadapost.ca/sustainability

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