



2024

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 **2024 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 Government Transformation, Public Services and Procurement,¹ 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. All amounts reported are in Canadian dollars and data calculations are based on the Global Reporting Initiative (GRI) protocols, where possible.

ESG reporting frameworks

Canada Post’s 2024 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 2024 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.

1. As at March 14, 2025

External assurance

Third-party limited assurance has been provided over the following key performance indicators:

Responsible business practices

- Percentage of direct or indirect (Tier 2) eligible procurement spend with Indigenous suppliers
- Percentage of direct eligible procurement spend with small or medium businesses and certified B corporations
- Percentage of direct eligible procurement spend with diverse suppliers
- Percentage of direct eligible procurement spend with suppliers owned by people with disabilities
- Percentage of direct eligible procurement spend with suppliers that have an approved science-based target or a science-based target commitment
- Proportion of Board members who are women

Environmental stewardship

- Scope 1 greenhouse gas (GHG) emissions
- Scope 2 (location-based and market-based) GHG emissions
- Scope 3 (Categories 1, 2, 3, 4, 6 and 7) GHG emissions
- Energy consumption in buildings and fleet by energy type
- Percentage non-emitting electricity consumption
- Weight of packaging products sold to Canada Post customers
- Percentage of recycled content in packaging products sold to Canada Post customers

→ For more details see the [limited assurance report](#) and [Greenhouse Gas Emissions Report](#).



Canada Post – Our business

As the country’s postal service, 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 **17.6 million addresses** across the country in 2024, **handled 6.4 billion pieces** of mail, parcels and messages, and sorted and delivered an average of **25.3 million items daily**.

Our network includes **22 processing plants**, **447 letter carrier depots** and **1.7 million post office boxes**. We also operate **5,716 post offices**, corporately owned or managed by an authorized dealer. We operate over **15,300 vehicles** delivering to **23,247 street letter boxes** and **222,765 community mailbox sites**.





Responsible business practices

The table below presents results for our key responsible business practice metrics, 2022-2024.

Indicator	Metric	2022	2023	2024
Economic performance	Revenues (in millions of dollars)	\$7,182	\$6,942	\$6,142
	Sustainable economy revenues (in millions of dollars) ¹	\$17.3	\$66.5	\$57.5
Executive compensation	CEO to employee pay ratio ²	10.7	9.9	10.2
Governance structure and composition	Total number of Board members	10	11	10
	Number of independent members on the Board of Directors	9	10	9
	Proportion of Board members who are women ³	40%	50%	40%
	Number of Indigenous people on the Board of Directors	0	1	1
	Number of Board members who self-identify as a visible minority	1	1	0
	Number of Board members who self-identify as a person with a disability	0	0	0
Disclosure of wrongdoing	Number of reports received	293	130	150
Human rights	Formal human rights complaints	34	24	32
	Internal human rights complaints	47	29	21
	Pre-emptive human rights complaints	269	138	99
	Total human rights complaints	350	191	152
Compliance and anti-competitive behaviour	Number of court or tribunal decisions against Canada Post related to anti-competitive behaviour	0	0	0
	Material fines related to non-compliance with laws and regulations	0	0	0
Public policy programs	Number of items delivered free of charge to people who are blind or partially sighted	730,000	671,000	586,964
	Number of shipments of library materials benefitting from reduced postage	861,000	942,000	882,052
Official language complaints	Total number of official language complaints	41	28	32

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.
3. Based on self-identification.



Indicator	Metric	2022	2023	2024
Customer-related privacy complaints and breaches	Total number of substantiated complaints received concerning breaches of customer privacy from outside parties	0	7	2
	Total number of substantiated complaints received concerning breaches of customer privacy from regulatory bodies	0	1	0
	Total number of identified leaks, thefts or losses of customer data	6	3	2
Security of the mail	Number of postal facility inspections	277	153	254
	Number of security of the mail awareness sessions with front-line employees, contractors and the general public	1,118	1,070	1,241
Access to information requests and complaints	Total number of requests for access to information	71	83	55
	Total number of complaints received concerning access to information requests	12	7	14
	Total number of substantiated complaints received concerning access to information requests	0	0	3
Responsible investment	Canada Post Pension Plan (defined benefit component) investments in renewable energy and energy storage (in millions of dollars)	\$277	\$305	\$409



Sustainable procurement

The table below presents results for the proportion of our procurement spend in each of our key focus areas, 2022-2024.

Indicator	Metric ¹	2022	2023	2024
Reducing emissions in our supply chain	Percentage of direct eligible procurement spend with suppliers that have an approved science-based target ²	15.7%	18.9%	21.6%
	Percentage of direct eligible procurement spend with suppliers that have a science-based target commitment ²	20.4%	26.0%	21.9%
	Total percentage of direct eligible procurement spend with suppliers that have an approved science-based target or a science-based target commitment	36.1%	44.9%	43.5%
Supporting small and medium businesses (SMBs) and certified B corporations	Percentage of direct eligible procurement spend with SMBs and certified B corporations ³	40.6%	40.3%	40.4%
	Annual change in spend with small and medium businesses and certified B corporations	8.4%	8.7%	-14.5%
Supplier diversity	Percentage of direct eligible procurement spend with diverse suppliers ⁴	13.9%	20.8%	24.4%
	Annual change in spend with diverse suppliers	15.0%	63.8%	0.2%
Accessibility	Percentage of direct eligible procurement spend with suppliers owned by people with disabilities ⁴	0.05%	0.06%	0.04%
	Annual change in spend with suppliers owned by people with disabilities	9.3%	33.2%	-41.9%
Indigenous procurement	Percentage of direct or indirect eligible procurement spend with Indigenous suppliers ⁴	3.7%	4.1%	4.3%

1. Eligible procurement spend for all procurement indicators represents payments to third-parties made each year and excludes Canada Post subsidiaries, payments to government entities, payments in lieu of municipal taxes, transfers to bargaining units of union dues, lawsuit settlements, payments to employee estates, payments for employee payroll deductions, family maintenance payments, payments for custodial services related to investments, charitable contributions, transfers to other postal services and postal associations, utility payments, rent payments, payments to individuals of less than \$10,000 and payments made by employees using corporate credit cards and fuel cards. Due to our divestiture of Innovapost in 2024, IT-related spend has also been excluded from all indicators. We intend to include these suppliers in the procurement indicators in future years as we develop our engagement strategy. Eligible procurement spend for the small and medium-sized businesses (SMBs) and certified B corporations, diverse, accessibility and Indigenous procurement indicators also excludes suppliers not under the direct responsibility of Canada Post’s Sourcing Management team (related to purchases made without a formal request for proposal process and/or where the contracting authority resides with a function outside of Sourcing Management, such as banking, human resources and legal services), original equipment manufacturer (OEM) suppliers and low-value individual spend. Eligible procurement spend for the Indigenous procurement indicators further excludes suppliers outside Canada.
2. For the Science-Based Target (SBT) procurement indicator, suppliers with a science-based target commitment represents suppliers where the supplier or the supplier’s parent organization has committed to setting a science-based near-term or net-zero target and having it validated, which is determined using the target dashboard on the Science Based Targets initiative (SBTi) website, the supplier’s website or publicly available reports, or voluntarily disclosed by the supplier in its most recent response to our annual supplier survey. The percentage of eligible procurement spend related to suppliers that have privately communicated their commitment to Canada Post represents 15.7%. Suppliers with an approved science-based target represents suppliers where the supplier or the suppliers’ parent organization has a validated science-based near-term or net-zero target in the target dashboard on the SBTi website.
3. For the SMBs and certified B corporations procurement indicator, small and medium businesses represent suppliers where the supplier or the supplier’s parent organization employs fewer than 500 people, which is voluntarily disclosed by the supplier in its most recent response to our annual supplier survey or, if the supplier has not responded to the survey, determined by Canada Post using market intelligence websites. Certified B corporations represent suppliers that have been certified on the B Corp website. Where a supplier is a small or medium business and a certified B corporation, the spend related to that supplier is only included once.
4. The diverse procurement indicator represents suppliers that are majority-owned by women, members of visible minority groups, people with disabilities, 2SLGBTQIA+ people, veterans or a combination of these diversity groups, excluding suppliers majority-owned by Indigenous Peoples (First Nations, Inuit or Metis people). Where multiple diversity categories are applicable to a supplier, the spend related to that supplier is only included once. For the diverse, accessibility and Indigenous procurement indicators, the applicable diverse category is based on self-identification voluntarily disclosed by the supplier in its most recent response to our annual supplier survey or determined by Canada Post using the supplier’s website or Indigenous and diverse business directories or certifications. The Indigenous procurement indicator also includes self-reported spend by non-Indigenous suppliers with Indigenous subcontractors, which represents indirect (Tier 2) spend by Canada Post. The dollar value of the supplier’s spend with Indigenous subcontractors and suppliers on work done for Canada Post and the percentage of the supplier’s total revenue supported by Indigenous subcontractors is voluntarily disclosed by the supplier in its most recent response to our annual supplier survey. Where the dollar value of the supplier’s spend with Indigenous subcontractors on work done for Canada Post is not available for the reporting period, it is estimated using either the ratio of the supplier’s spend with Indigenous subcontractors to Canada Post’s spend on the supplier from historical years or by multiplying Canada Post’s spend on the supplier by the percentage of the supplier’s revenue supported by Indigenous subcontractors for the current or historical years.



Environmental stewardship

The table below presents results for our key environmental metrics, 2022-2024.

Indicator	Metric	2022	2023	2024
Energy consumption (MWh) ¹	Natural gas	181,840	160,912	152,838
	Heating oil	10,213	8,176	7,069
	Propane	1,114	845	792
	Diesel	89	64	67
	Owned fleet propane and compressed natural gas (CNG) use	128	12	55
	Owned fleet gasoline use	209,415	212,367	204,454
	Owned fleet diesel use	61,676	60,778	42,564
	Electricity	271,295	271,600	266,768
	Total energy consumption	735,770	714,755	674,608
Energy intensity (MWh per billion dollars of revenue)	Energy intensity	102,446	102,784	109,835
Non-emitting electricity (%) ²	Non-emitting electricity consumption	78%	83%	88%
Direct (scope 1) GHG emissions (kt CO ₂ e) – Facilities ³	Natural gas	33.5	29.6	28.0
	Heating oil	2.6	2.1	1.8
	Propane	0.2	0.2	0.2
	Diesel	0.0	0.0	0.0
	Fugitive emissions	1.0	1.7	2.2
Direct (scope 1) GHG emissions (kt CO ₂ e) – Fleet ³	Owned fleet propane and CNG use	0.0	0.0	0.0
	Owned fleet gasoline and diesel use	65.9	66.4	59.8

1. Represents energy consumption from the buildings and fleet within our operational control. Please refer to our [Greenhouse Gas Emissions Report](#) for details on the data sources and methodology used to measure and report these metrics.

2. Non-emitting electricity is electricity generated from renewable (hydro, solar, wind and biomass) or zero-emission (nuclear) sources. The percentage of non-emitting consumption is calculated by aggregating 100% of our electricity consumption from utility vendors where the electricity supply is generated predominantly from these sources (97% or higher), as determined through the utility vendor's website, and 90% of our electricity consumption in Ontario, as determined based on the energy output of the grid from the IESO website, and then dividing that by our total electricity consumption.

3. Refer to our [Greenhouse Gas Emissions Report](#) for details on the data sources and methodology used to measure and report these metrics.



Indicator	Metric	2022	2023	2024
Indirect (scope 2) GHG emissions (kt CO ₂ e) ¹	Electricity – Location-based	31.0	29.3	28.5
	Electricity – Market-based	25.6	15.3	11.5
Other indirect (scope 3) GHG emissions (kt CO ₂ e) ^{1,2}	Category 1: Purchased goods and services	108.9	111.7	92.4
	Category 2: Capital goods	38.8	45.0	38.7
	Category 3: Fuel- and energy-related activities	36.9	32.7	30.6
	Category 4: Upstream transportation and distribution (total)	538.6	449.6	404.1
	Domestic Ground	259.7	255.8	229.0
	Rail	1.4	1.1	1.1
	International Outbound Air	18.9	19.2	16.4
	Domestic Air	214.1	131.7	119.2
	International Ground	4.1	4.0	3.6
	Rural and Suburban Mail Carriers (RSMC)	33.7	31.6	29.1
	Combined Urban Services (CUS)	6.6	6.2	5.6
	Category 5: Waste generated in operations	10.4	10.7	9.2
	Category 6: Business travel	10.0	10.2	6.5
	Category 7: Employee commuting	85.1	84.7	76.8
	Category 12: End-of-life treatment of sold products	0.5	0.5	0.5
	Category 15: Investments	137.7	124.7	114.2
Total GHG emissions (kt CO ₂ e)	Total scope 1	103.3	100.0	92.0
	Total scopes 1 and 2 (market-based)	128.8	115.3	103.5
	Total scope 3	966.9	869.7	773.0
	Total scopes 1, 2 (market-based) and 3	1,095.8	985.1	876.5
Emissions intensity (kt CO ₂ e per billion dollars of revenue)	Scope 1 and 2 (market-based) emissions intensity	17.9	16.6	16.9

1. Refer to our [Greenhouse Gas Emissions Report](#) for details on the data sources and methodology used to measure and report these metrics.

2. 2022-2023 restated to reflect updated emission factors and the divestiture of SCI and Innovapost.



Indicator	Metric	2022	2023	2024
Nitrogen oxides (NO _x), sulphur oxides (SO _x) and other significant air emissions (metric tonnes)	Nitrogen oxides (NO _x)	36.4	36.9	34.6
	Sulphur oxides (SO _x)	4.6	4.6	3.9
	Particulate matter (PM)	2.2	2.2	2.2
Water (cubic metres)	Total water use	407,442	N/A ¹	N/A¹
Waste generated (metric tonnes) ²	Total weight of waste generated	40,454	41,584	33,404
	% of Canada Post sites covered by square footage	100%	100%	100%
	Total weight of waste to landfills	13,530	13,682	11,134
	Total weight of waste recycled	26,925	27,902	22,270
	% waste diverted from landfill	66.6%	67.1%	66.7%
Packaging and recycled materials	Weight of packaging products sold to Canada Post customers (metric tonnes) ³	N/A	N/A	1,423.3
	Boxboard	N/A	N/A	162.0
	Corrugate	N/A	N/A	690.1
	Paper	N/A	N/A	32.9
	Kraft paper	N/A	N/A	37.0
	Laminated paper	N/A	N/A	203.0
	Flex plastic	N/A	N/A	298.3
	Percentage of recycled content in packaging products sold to Canada Post customers ⁴	N/A	N/A	65%

1. Due to timing of data availability, 2023 and 2024 water use was not available at the time of publication.

2. 2024 waste metrics reflect enhanced data from new waste hauler.

3. Total weight of packaging products sold to Canada Post customers represents the sum of the total weight of shipping products and supplies sold (e.g., boxes, prepaid envelopes, bubble wrap) at Canada Post retail locations, online and to commercial customers (includes outer packaging such as plastic overwrap) in the reporting period. The value is calculated as the total of the sum of product sales volumes multiplied by product weights. Sales volumes represents the total number of units sold during the reporting period. Product weights are captured manually (i.e., weighing the products at a Canada Post facility).

4. The percentage of recycled content in packaging products sold to Canada Post customers is obtained from product specifications and attestations from vendors of the packaging products. This value is calculated by multiplying the product weight by the percentage of recycled content and then dividing the sum of the total weight of the recycled content by the sum of the total weight for packaging products sold to Canada Post customers during the reporting period.



People and culture

The table below presents our results against people and culture metrics, 2022-2024.

Indicator	Metric	2022	2023	2024
Work-related injuries	Total injury frequency rate	5.89	5.42	5.46
	Lost-time injury frequency rate	2.68	2.27	2.12
	Total injury severity rate	287	260	328
	Motor vehicle collision rate	10.9%	9.6%	7.7%
	Slips, trips and falls	1,166	925	812
	Manual material handling incidents	949	659	844
	Workplace harassment and violence incidents	553	886	1,075
Breakdown of employees by region (includes employees on unpaid leave)	Alberta	10.7%	10.6%	10.4%
	British Columbia	12.9%	12.7%	12.9%
	Manitoba	3.7%	3.8%	3.7%
	New Brunswick	2.4%	2.4%	2.5%
	Newfoundland and Labrador	2.0%	2.0%	2.1%
	Northwest Territories	0.1%	0.1%	0.1%
	Nova Scotia	3.3%	3.3%	3.3%
	Nunavut	0.1%	0.1%	0.1%
	Ontario	41.7%	41.4%	40.9%
	Prince Edward Island	0.4%	0.4%	0.4%
	Quebec	19.0%	19.5%	19.9%
	Saskatchewan	3.5%	3.5%	3.6%
	Yukon	0.1%	0.1%	0.1%



Indicator	Metric	2022	2023	2024
Diversity of employees ¹ (Workforce analysis, Operational report)	Overall workforce – Women	47.4%	47.4%	47.3%
	Overall workforce – Indigenous people	3.1%	3.3%	3.5%
	Overall workforce – People with disabilities	7.9%	8.5%	9.1%
	Overall workforce – Visible minorities	24.9%	26.1%	26.6%
	Senior management ² – Women	43.5%	41.7%	42.6%
	Senior management ² – Indigenous people	0.0%	0.0%	1.5%
	Senior management ² – People with disabilities	22.6%	20.8%	20.6%
	Senior management ² – Visible minorities	14.5%	13.9%	14.7%
Employee engagement	% participation rate in engagement survey	53%	46%	N/A
	Engagement score (index)	71	70	N/A
	% of employees who agree that Canada Post is an environmentally responsible company	49%	52%	N/A
Training and development	Hours of training delivered	829,000	927,500	724,000
	Average hours of training per employee	12	14	11
Talent acquisition ¹	Total new hires	12,678	12,368	8,177
	% Women	47.5%	46.1%	45.9%
	% Indigenous people	4.5%	4.9%	6.0%
	% People with disabilities	9.3%	10.5%	11.4%
	% Visible minorities	33.5%	33.6%	30.5%
Employee retention	Employee turnover rate (regular full-time and part-time permanent employees) – voluntary	N/A	5.6%	5.9%
	Employee turnover rate (regular full-time and part-time permanent employees) – involuntary	N/A	0.5%	0.5%
	Employee turnover rate (regular full-time and part-time permanent employees) – overall	7.4%	6.1%	6.4%
Parental leave	Number of employees taking parental leave ³	1,648	1,530	1,462

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	2022	2023	2024
Pension plans	Defined contribution plan – Number of active participants	6,060	6,839	7,283
	Defined contribution plan – Canada Post contributions	\$23M	\$28M	\$33M
	Defined contribution plan – Members’ contributions	\$14M	\$17M	\$19M
	Defined benefit plan – Number of active participants	52,984	52,071	52,071
	Defined benefit plan – Projected benefit obligation	\$27,167M	\$28,773M	\$29,851M
	Defined benefit plan – Estimated value of assets	\$29,520M	\$30,837M	\$32,478M
	Defined benefit plan – Canada Post current service contributions	\$318M	\$37M	\$0
	Defined benefit plan – Members’ contributions	\$296M	\$251M	\$239M
Labour relations	Grievances filed	14,300	17,022	17,532
	Grievances pending	24,875	26,172	27,593



Socio-economic impact

The table below presents our results in the community engagement and accessibility categories, 2022-2024.

Indicator	Metric	2022	2023	2024
Community engagement	Number of security of the mail awareness sessions with Indigenous community leaders, law enforcement and/or local postal officials	120	125	123
	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	3,574	3,191	3,675
	Grants made by the Canada Post Community Foundation (in millions of dollars)	\$1.3	\$1.2	\$1.3
	Total number of organizations supported by the Canada Post Community Foundation	101	84	106
Digital accessibility	% of digital accessibility across all active digital products	88.8%	92.0%	93.3%
Delivery accommodation program	New approved accommodations	2,152	2,004	1,728
	Total active accommodations	16,119	16,753	17,540



Global Reporting Initiative index

Canada Post’s 2024 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 2024 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 three 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
General disclosures	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 2019-2023 GHG Inventories as a result of methodology updates to increase the accuracy of our GHG emissions reporting. See “Climate transition plan” 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 “How we create sustainable value” and “Equity, diversity and inclusion” in the Sustainability Report . Data provided reflects headcount as of December 31, 2024.
	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 “How we create sustainable value” in the Sustainability Report . Data provided reflects headcount as of December 31, 2024.



Category	Disclosure number	Requirements	Response
General disclosures	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 .
	2-19	Remuneration policies	See “Corporate governance” in the Sustainability Report . See Government of Canada website: Performance Management Program for Chief Executive Officers of Crown Corporations and Salary ranges and maximum performance pay for Governor in Council appointees .
	2-20	Process to determine remuneration	See Government of Canada website: Performance Management Program for Chief Executive Officers of Crown Corporations and Salary ranges and maximum performance pay for Governor in Council appointees .
	2-21	Annual total compensation ratio	See the “ Responsible business practices ” section of this report.



Category	Disclosure number	Requirements	Response
General disclosures	2-22	Statement on sustainable development strategy	See “Message from the Chair of the Board” and “Message from the CEO and Chief Legal and Corporate Affairs Officer” in the Sustainability Report .
	2-23	Policy commitments	See “Ethics and compliance” in the Sustainability Report .
	2-24	Embedding policy commitments	<p>See “ESG governance,” “Ethics and compliance,” “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). 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>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>
	2-25	Processes to remediate negative impacts	See “Renewing relationships with Indigenous Peoples,” “Ethics and compliance,” “Climate transition plan,” “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 compliance” and “Labour relations” in the Sustainability Report .
	2-27	Compliance with laws and regulations	See “Ethics and compliance” 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 “ESG strategy” in the Sustainability Report .
	2-30	Collective bargaining agreements	See “Labour relations” in the Sustainability Report .



Category	Disclosure number	Requirements	Response
Material topics	3-1	Process to determine material topics	See “ESG strategy” in the Sustainability Report .
	3-2	List of material topics	See “ESG strategy” 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 .
Biodiversity	101-1	Policies to halt and reverse biodiversity loss	See “Protecting biodiversity” in the Sustainability Report .
	101-4	Identification of biodiversity impacts	See “Protecting biodiversity” in 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 2024 Canada Post Annual Report .
	201-2	Financial implications and other risks and opportunities due to climate change	See “Climate transition plan” in the Sustainability Report .
	201-3	Defined benefit plan obligations and other retirement plans	See “Talent management” 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 .
	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 2024, 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.



Category	Disclosure number	Requirements	Response
Anti-corruption	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 and compliance” in the Sustainability Report .
Anti-competitive behaviour	206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	See “Ethics and compliance” in the Sustainability Report .
Materials	301-2	Recycled input materials used	See “Sustainable products and services” in the Sustainability Report .
Energy	302-1	Energy consumption within the organization	See “Climate transition plan” in the Sustainability Report .
	302-3	Energy intensity	See “ Environmental Stewardship ” in this report.
	302-4	Reduction of energy consumption	See “Climate transition plan” in the Sustainability Report .
Emissions	305-1	Direct (scope 1) GHG emissions	See “Climate transition plan” in the Sustainability Report .
	305-2	Energy indirect (scope 2) GHG emissions	See “Climate transition plan” in the Sustainability Report .
	305-3	Other indirect (scope 3) GHG emissions	See “Climate transition plan” in the Sustainability Report .
	305-4	GHG emissions intensity	See “Climate transition plan” in the Sustainability Report .
	305-5	Reduction of GHG emissions	See “Climate transition plan” 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 “ Environmental stewardship ” in 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 .
Supplier environmental assessments	308-1	New suppliers that were screened using environmental criteria	See “Sustainable procurement” in the Sustainability Report .



Category	Disclosure number	Requirements	Response
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” in the Sustainability Report .
	401-3	Parental leave	See “Talent management” 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 .
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” in the Sustainability Report .
	404-2	Programs for upgrading employee skills and transition assistance programs	See “Talent management” in the Sustainability Report .
	404-3	Percentage of employees receiving regular performance and career development reviews	See “Talent management” in the Sustainability Report .
Diversity and equal opportunity	405-1	Diversity of governance bodies and employees	See “Corporate governance” and “Equity, diversity and inclusion” in the Sustainability Report .
	405-2	Ratio of basic salary and remuneration of women to men	See “Talent management” in the Sustainability Report .



Category	Disclosure number	Requirements	Response
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	See “Ethics and compliance” and “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. In compliance with the <i>Fighting Against Forced and Child Labour in Supply Chain Act</i>, Canada Post is required to publish an annual report outlining steps to prevent and reduce the risk of child labour at any stage in the supply chain.</p> <p>See Canada Post’s Supplier Code of Conduct, report on Fighting Against Forced Labour and Child Labour in Supply Chains and “Sustainable procurement” in the Sustainability Report.</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. In compliance with the <i>Fighting Against Forced and Child Labour in Supply Chain Act</i>, Canada Post is required to publish an annual report outlining steps to prevent and reduce the risk of child labour at any stage in the supply chain.</p> <p>See Canada Post’s Supplier Code of Conduct, report on Fighting Against Forced Labour and Child Labour in Supply Chains and “Sustainable procurement” in the Sustainability Report.</p>



Category	Disclosure number	Requirements	Response
Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of Indigenous Peoples	In 2024, 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 .
Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	See “Sustainable procurement” 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 2024, 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 2024, 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 and security” in the Sustainability Report .



Sustainability Accounting Standards Board index

The 2024 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 2024 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 five 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 “Climate transition plan” 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 “Climate transition plan” 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 “Climate transition plan” 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
Workforce 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 “Health, safety and well-being” in the Sustainability Report .
Supply chain management	TR-AF-430a.2	Total greenhouse gas (GHG) footprint across transport modes	See the “ Environmental stewardship ” section of this report.
	TR-AF-430a.3	Discussion of policies and strategies to identify, assess and manage business disruption risks associated with contract carrier safety	N/A



Category	SASB disclosure code	Accounting metric	Response
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 “How we create sustainable value” in the Sustainability Report .



For more information visit:
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