



CANADA POST CODE OF CONDUCT

Our Values and Business Ethics





WHAT IS A CODE OF CONDUCT?

A code of conduct is a set of rules and guidelines that support and promote ethical behaviour and decision making. The code of conduct outlines the responsibilities of a company and its employees.

The Canada Post Code of Conduct is based on our corporate values and policies as well as the practices and ethical behaviours that define the standards of business conduct to which we hold ourselves and others accountable.

WHY IS IT IMPORTANT?

Our ultimate goal is to be an organization that has a respectful and safe workplace, and that consistently provides an exceptional customer experience for all Canadians. To achieve this goal, we must all work to create and support a corporate culture that is rooted in strong values and attaches significant importance to safety, efficiency and performance.

Employees are the foundation on which our corporate culture is built. Each of us, through our decisions and actions, has the power to meet our commitment to ethical business practices and strong values, improve our workplace, win the trust of our customers and enhance our company's reputation. The decisions we make and

the actions we take as individual employees on a daily basis affect our organization, our colleagues and all Canadians. Being focused on an exceptional employee and customer experience will help us build a stronger Canada Post that will continue to serve generations of Canadians in the future. Every day, Canadians count on us to do our jobs professionally, act appropriately and make the right decisions.

Please read the Canada Post Code of Conduct carefully and refer to it when needed. Become familiar with its contents. Do your utmost to promote and support ethical behaviour and values-based decision making in all your daily activities.

BREACH OF THE CANADA POST CODE OF CONDUCT

A code of conduct cannot cover every possible situation you might encounter at work. We expect you to use good judgment in your day-to-day activities and seek further information or help when you need it. Your team leader will tell you about the policies and practices that apply to your work. If you need clarification on our corporate values and policies as they relate to your job,

please ask your team leader or refer to additional resources on Intrapost.

All employees are expected to comply with the Canada Post Code of Conduct as well as the corporate values and policies. Violations may result in disciplinary action up to and including dismissal.

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1 OUR VALUES

Values can guide an entire organization. They express our common aspirations and identity. They establish the behaviours and expectations that guide us. They set the standards by which we are measured. Canada Post's corporate values also support the transformation that is under way. Becoming a values-based organization is an integral part of being a successful company.

Transformation	We will innovate and transform to win in the marketplace.
Customer	We serve Canadians with pride and passion.
Integrity	We act responsibly and with integrity.
Respect	We treat each other with fairness and respect.
Safety	We are committed to a safe and healthy environment for all our stakeholders.

2 HOW THE CANADA POST CODE OF CONDUCT GUIDES US ALL

2.1 We expect employees to understand and observe the Code

The Canada Post Code of Conduct is rooted in Canada Post's corporate values. For this reason, Canada Post requires employees to observe the Code with a sense of personal responsibility, to demonstrate personal initiative and to be accountable for their actions and decisions. The Code of Conduct guides and promotes the ethical choices and behaviours that Canada Post expects of every employee.

The Code exists to protect our employees, our workplaces, our brand and the trust Canadians place in us. It also exists to support our future success.

▶ **It is your responsibility to**

understand and apply the Code of Conduct, corporate policies and beyond what they specify, and exercise sound, ethical judgment when making decisions.

▶ **If you are a team leader**

- a) lead by example by understanding and complying with the Code;
- b) encourage, expect, recognize and value ethical conduct by your team members and colleagues;
- c) be proactive in preventing and responding to violations of the Code;
- d) support and protect those who report violations or suspected violations.

The Canada Post Code of Conduct is a standard we not only aspire to as employees, but it also outlines the expected behaviours that employees are measured against.



Q. I am a Canada Post employee who works for, supports or otherwise deals with the Canada Post Pension Plan. Does the Code of Conduct apply to me?

A. Yes, it does. When reading the Code of Conduct, you should remember that your clients include members of the Canada Post Pension Plan. Canada Post has developed two ethical practices to assist you in this regard: the Canada Post Pension Plan Code of Conduct Practice and the Canada Post Pension Plan Personal and Insider Trading Practice. While it is highly unlikely, if you believe that your obligations under the Code of Conduct conflict with these ethical practices, you must contact your team leader.

3 HOW WE AVOID CONFLICTS OF INTEREST

A conflict of interest occurs when your interests interfere, or may be seen to interfere, with the company's interests. To determine if a conflict exists, ask yourself the following questions:

- Do I stand to gain personally from my actions? Will my actions give an advantage to a relative or a friend?
- Would I feel uncomfortable or embarrassed with the situation if it were reported to my supervisor or to senior management?

If you answer yes to any of these questions, a conflict of interest likely exists. Seek advice from your team leader when in doubt.

► It is your responsibility to

- a) avoid situations or actions that create, or may be perceived to create, a conflict of interest or situations that may interfere with your ability to exercise sound judgment;
- b) avoid situations where you might benefit, or seem to benefit, from the use of Canada Post's facilities, equipment, time or materials;
- c) not disclose confidential, privileged or proprietary information, or use this information to advance your own or others' interests;
- d) tell your team leader if you think you are in a conflict of interest.

Q. Can I accept a part-time job outside of my employment with Canada Post?

A. Never place yourself in a position where you could compete against or be in a conflict of interest with Canada Post.

Your first business allegiance is to Canada Post and not to a part-time job that creates excessive demands on your time. When in doubt as to whether a second job would be in conflict with your responsibilities to Canada Post, check with your team leader before accepting the job.

Q. A current supplier has offered to fly me out to his time-share for a golf vacation. I have a good relationship and have worked with this person for years. Can I accept the offer?

A. No. The value of this gift is excessive and the relationship exists because of your position with Canada Post. You can accept incidental gifts, customary hospitality and other benefits of nominal value (no more than \$100).

Q. Can I accept an invitation to lunch offered by a current supplier who comes to town two or three times a year?

A. It depends. Lunch meetings that involve business discussions are acceptable and are considered as part of a normal course of business. However, if the lunches become too frequent (that is, more than twice a year) or extravagant, they could affect your business judgment or appear to do so; this would cause a conflict of interest. Seek the advice of Sourcing Management as sensitive business issues or requests for proposal are often involved.

It is advisable to avoid supplier interactions at any time after business hours. You may also consider having another colleague accompany you when accepting any type of invitation with a supplier.

3.1 We act with integrity in relationships and the disclosure of information

► It is your responsibility to

- a) not use your position to advance your interests or those of your family or friends; do not let family members report to you directly or indirectly;
- b) not initiate or develop special relationships, such as dating, with employees reporting to you or employees who could be seen as being under your supervision;
- c) not disclose any Canada Post information after you leave Canada Post that is not available to the general public, or use it for your own purposes;
- d) not benefit commercially by revealing commercially sensitive information gained as a result of your former positions at Canada Post.

3.2 We keep our employment separate from non-Canada Post work and activities

► It is your responsibility to

- a) not participate in political activities during work hours or use corporate facilities or resources for such activities;
- b) not be involved in activities or businesses outside of work that may be in direct competition with Canada Post or that may damage its reputation;
- c) obtain the approval of your general manager before using corporate time and resources for non-work activities.





4 HOW WE ACT AS COLLEAGUES AND AS AN EMPLOYER

Canada Post believes everyone deserves a safe, respectful, inclusive and violence-free workplace that is consistent with its corporate values.

4.1 We take responsibility for safety

All employees are responsible for ensuring that Canada Post has a safe work environment. Safety performance improves when we accept responsibility for our own safety and each other's.

► It is your responsibility to

- follow Canada Post's safety policies, procedures and rules at all times;
- perform your work safely and monitor the safety of co-workers and visitors;
- use and wear all safety equipment required for your job;
- stay alert while being on Canada Post premises and conducting Canada Post business;
- report all incidents, injuries and unsafe conditions and behaviours in a timely manner.

Q. We are under pressure to complete an urgent job and my team leader asks me and my co-worker to disregard a safety rule to help us meet our deadline. What should I do?

A. Your supervisor is wrong to ignore the safety rule. Safety rules have been developed to protect people from being injured. If you feel comfortable, remind your team leader of the safety rule and of the importance of following it. Alternatively, report your concern to your local safety representative. As a Canada Post employee, you are responsible for your own safety and for the safety of your co-workers. Taking the appropriate action could prevent you or someone else from being injured.

Q. I am required to wear a high-visibility vest when I work on the loading dock, but there is a contractor who wanders through every day without one. What should I do?

A. Safety rules have been developed to protect people from being injured. Safety rules apply to everyone in our facilities, including contractors and visitors. Politely remind contractors of the requirement to wear a vest for their own protection. If they do not comply, report the incident to your team leader.

4.2 We do not tolerate violence, harassment or bullying in the workplace

Harassment and discrimination are unacceptable in a workplace where people respect each other and treat one another fairly. We are committed to ensuring that our employees, our contractors and our customers come to work or visit our facilities in an environment free from violence, harassment or bullying.

▶ It is your responsibility to

- a) treat others as you would like to be treated;
- b) speak up if you feel you are being discriminated against, harassed or bullied;
- c) report incidents of violence, bullying or harassment.

▶ If you are a team leader

- a) take all incidents you observe and any reports of violence or unacceptable behaviour seriously and take appropriate action promptly;
- b) exercise authority with care and respect.

Q. My co-worker is often angry at work. However, lately I heard him threaten to “teach a lesson” to another colleague. What should I do?

A. This type of behaviour may turn into a dangerous situation for you and your colleagues. Report this behaviour to your team leader or Human Resources before a violent incident occurs.

Q. My co-worker has been having problems with her partner. She had told me their fights were getting worse, and she recently came to work with a bruised face. I have noticed that her partner has been coming to work to check on her. Should I say or do anything?

A. Yes, you should report your observations to your team leader. Domestic violence is not only a risk to your co-worker but can also lead to volatile situations at work, risking harm to many employees.

4.3 We support an inclusive workplace

Canada Post is committed to building a workforce that is representative of Canadian society. We strive to have a workforce that represents the four designated groups under the *Employment Equity Act* – women, members of visible minorities, Aboriginal peoples and people with disabilities – while maintaining fair, equitable and accessible employment policies overall.

Canada Post is required to formally report on the representation of its workforce and, therefore, encourages employees to self-identify.

▶ It is your responsibility to

- a) speak to your team leader or human rights representative if you believe an employment decision violated the Equality in Employment Policy;
- b) inform Canada Post if you are a member of the four designated groups recognized under the *Employment Equity Act*.



Q. Some of my co-workers often make comments about the ethnic origin or sexual orientation of other employees. No one complains, but it makes us feel uncomfortable. What, if anything, can I do?

A. Such comments are not appropriate and are not tolerated. Inform your supervisor or your human rights representative of the situation immediately.

Canada Post is a workplace made up of employees from many diverse backgrounds. We support a multicultural and inclusive workplace environment. Harassment of employees, customers or prospective employees is unacceptable and is not tolerated.

Q. One of my co-workers has posted a sexually explicit photo near the coffee machine. When I suggested to my supervisor that it was not appropriate, he said it did not matter because there are no women on our shift.

A. Your supervisor was wrong to dismiss your complaint. Such photos on company property create an inappropriate and unprofessional work environment. If you have reported the photo to your team leader and the photo remains, then report the incident to your regional human rights representative.

4.4 We work free of the influence of drugs and alcohol

Employees are expected to perform responsibly and safely, and to serve Canadians with pride. For this reason, Canada Post requires that employees report to work free from the influence of drugs or alcohol.

▶ It is your responsibility to

- a) never use, possess or be under the influence of alcohol or illegal drugs while being on Canada Post premises or conducting work-related activities on behalf of Canada Post;
- b) use legal or prescribed drugs on the job only if doing so does not impair your ability to perform your duties safely and effectively.

Q. I have noticed a co-worker who smells of alcohol and seems unsteady. What should I do?

A. Coming to work under the influence of alcohol puts everyone's safety in jeopardy and is a violation of Canada Post policies and practices. Contact your team leader or local police to report this situation.

Q. I know I have a drug problem, but I am afraid I will get fired if I tell someone.

A. Drug addiction is a medical condition. Contact Canada Post's confidential Employee Assistance Program (EAP) for help. EAP staff will provide you with confidential advice and assistance.

4.5 We contribute to Canada's linguistic duality

Canada Post is committed to conducting business in English and French and offering equal opportunities for employment and advancement to English- and French-speaking Canadians. We are proud to promote bilingualism.

▶ It is your responsibility to

- a) know whether your office is designated bilingual and if you are required to serve customers in both official languages;
- b) in bilingual offices, greet customers in both official languages, in person and over the telephone, and serve them in the official language of their choice;
- c) know the language requirements of your position;
- d) if you are required to communicate with employees in both official languages, respect their official language of choice in meetings and any internal communications.

4.6 We use computers and social media responsibly and respectfully

Canada Post respects the right of employees to use social media for professional purposes, or to express their ideas and opinions in online forums, blogs and on other sharing platforms.

► It is your responsibility to

- a) comply with corporate policies and practices related to the use of computing devices, technology and social media;
- b) be accountable for all information you publish online;
- c) reveal your relationship with Canada Post when commenting online on issues related to Canada Post;
- d) respect your colleagues' privacy and not publish photos without their consent;
- e) ensure the information you post is accurate;
- f) understand that it is unacceptable to
 - ignore or break the rules of social media sites;
 - claim to be someone you are not;
 - speak on behalf of Canada Post, unless you are expressly authorized to do so;
 - disclose confidential or sensitive business information about the company, its clients, stakeholders or suppliers;
 - make comments, post pictures or do anything that could harm Canada Post's brand, reputation or commercial interests.





5 HOW WE CONDUCT OUR BUSINESS

5.1 We provide a positive customer experience

Canada Post's employees are proud to serve Canadians with pride and passion. We are committed to earn and keep our customers' business.

▶ It is your responsibility to

- a) anticipate, respond effectively to and exceed customer needs and expectations;
- b) consistently provide prompt, professional service;
- c) display appropriate personal initiative and proactive co-operation with colleagues when you address customer needs and concerns;
- d) conduct yourself as a proud, professional and customer-oriented ambassador of Canada Post;
- e) refuse gifts from customers, competitors, contractors or suppliers that could be considered to obligate you or Canada Post in any way.

5.2 We compete vigorously but fairly

Canada Post competes vigorously but fairly and in compliance with all relevant laws, regulations and codes.

▶ It is your responsibility to

- a) communicate Canada Post's products and services in a manner that is fair and accurate, and that discloses all relevant information;
- b) familiarize yourself with Canada Post's fair competition policies and remain aware of the consequences of any violation of policies or laws governing fair competition;

- c) consult Canada Post's Legal Affairs before engaging in any new practice that may affect fair competition;
- d) promptly advise your team leader or Legal Affairs of possible violations of fair competition practices.

5.3 We are accountable and professional about our travel

Every employee who travels to conduct Canada Post business must act responsibly and with integrity. All employees should consider themselves to be a proud ambassador of Canada Post.

▶ It is your responsibility to

- a) conduct yourself with pride, responsibility and integrity at all times when representing Canada Post;
- b) know, follow and act in accordance with corporate policies and practices related to travel and hospitality and the management of travel expenses.

5.4 We practise fair and ethical procurement

Canada Post employees maintain high standards of professionalism and business ethics when it comes to procurement decisions.

▶ It is your responsibility to

- a) obey laws and trade agreements that apply, as well as all relevant corporate policies and procedures in all purchasing decisions;
- b) treat suppliers equitably and fairly;
- c) declare any conflict of interest or perceived conflict of interest you may have or may be seen to have;
- d) protect confidential corporate and supplier information, and use it only for intended business purposes;
- e) not make commercial commitments to suppliers unless authorized to do so;
- f) seek the guidance and involvement of Sourcing Management
 - if you are approached by a supplier;
 - before you approach a supplier for potential business outside authorized procurement channels, such as the procurement card (P-Card) and e-procurement;
 - if an issue arises in an existing commercial relationship that may change the scope, time or cost of an agreement.



Q. Extensive repairs to one of Canada Post's depots are required. My brother is a contractor and can do the work for a very good price. Can I hire him?

A. No. All supplier arrangements must be made through Sourcing Management at Canada Post, and you must have this group manage the contracting process. If you are a Sourcing Management employee, your loyalty to your brother must not conflict, or even appear to conflict, with the interests of Canada Post. In such a case, it is particularly difficult to avoid the appearance of a conflict of interest. For guidance, you should bring this situation to the attention of your team leader who should make or approve the decision.

5.5 We protect the environment

Canada Post is committed to reducing its overall environmental footprint and complying with all environmental laws and regulations.

▶ It is your responsibility to

- a) properly handle, store and dispose of toxic substances and hazardous waste;
- b) use all available recovery, recycling or waste disposal arrangements;
- c) immediately report leaks, spills, inadequate cleanup or improper disposal of any toxic substances or hazardous waste to your team leader or regional real estate manager;
- d) adopt environmentally friendly practices and products, when feasible, including reducing, reusing and recycling, when practical and feasible;
- e) turn off all lights and equipment when they are not in use.

5.6 We respect Canadians' legal access to information

Under the *Access to Information Act*, all records under the care and control of Canada Post can be requested by Canadians.

▶ It is your responsibility to

- a) co-operate fully and in a timely manner when contacted by the Access to Information team about a request within the required timeframe,
- b) search information holdings thoroughly for records in response to access to information requests.

Q. I have been identified as having records required for a response to an access to information request. I know that I have to submit all records, but I have kept all the drafts. Can I delete them and only provide the final copy?

A. No. You must submit all required records that are in your possession at the time the access to information request is made, including drafts. If you destroy files after you receive the request, you could be guilty of an offence under the *Access to Information Act*.



6 HOW WE PROTECT PRIVACY AND CONFIDENTIALITY

6.1 We protect the privacy of our employees, our customers and our business partners

At Canada Post, we are all expected to protect personal and confidential business information as well as the privacy of our employees, our customers and our business partners.

► It is your responsibility to

- a) comply with our employee and customer privacy policies when collecting, using or sharing personal information;
- b) restrict the sharing of personal information with persons who have demonstrated a need to know;
- c) ensure that the personal information Canada Post keeps about you is current, accurate and complete;
- d) report to your team leader any breach of privacy including the loss, theft of or unauthorized access to personal information.
- e) contact the Canada Post Privacy Office if you have any concerns about how your personal information or anyone else's is managed.

Q. Can I request a copy of my personal file?

A. Yes. For instance, if you want to see your employment file ask your supervisor who will arrange to get your file from central storage. If you want a copy of your information, you will need to submit a request in writing.

6.2 We protect confidential corporate information

Information should be considered confidential if it is not generally available to the public, such as financial results before they are announced, business plans and forecasts, strategic initiatives, and proposed products or services.

► It is your responsibility to

- a) not discuss or otherwise share confidential information with other employees, unless they have a need to know the information, the authority to have it and the required security clearance;
- b) not discuss or otherwise share confidential information with customers or the public, unless authorized to do so in accordance with Canada Post's Information Security Policy and Procurement Policy;
- c) seek the advice of Legal Affairs to determine if business partners should sign a confidentiality agreement before you disclose any confidential information.



Q. I work at Canada Post in Marketing. Can I tell my friends and colleagues about an upcoming campaign promoting Canada Post's new overseas rates?

A. No, not before the formal release of the new rates. Many company documents are proprietary – meaning they contain highly sensitive information that is critical to the conduct of the company's business.

Depending on the type of information at stake, unauthorized disclosure or misuse of proprietary information can have serious consequences for Canada Post, putting it at a competitive disadvantage or possibly affecting its financial stability.

Proprietary information can be protected by avoiding any discussion about the information in public places, or with family members or friends who might pass the information to others deliberately or unintentionally.



7 HOW WE MANAGE CORPORATE RECORDS

7.1 We manage records responsibly

In the course of daily business, virtually everything that employees create – including documents, databases, voice messages, messages from mobile devices and photos – is considered to be a record. Documents and information created, distributed or received by computers – such as email correspondence, daily agenda entries, documents, graphics and spreadsheets – are also records.

► **It is your responsibility to**

- a) create and maintain reliable and useable records and protect their integrity for as long as required;
- b) identify and conserve records that trace policy and program decisions, have historical or archival importance, or might be used to educate people about the historical role of Canada Post;
- c) use official record keeping systems to retain and file records required for business, legal, financial, research or archival purposes;
- d) dispose of your records by following Canada Post's Records Retention and Disposition Schedule.

Q. I recently started a new job and I have inherited many files and documents. How long do I need to keep them?

A. There is no single retention time for files and documents. You must first look at the content of the documents to determine where they fall on Canada Post's Records Retention and Disposition Schedule. The Schedule provides direction on how long you need to keep a record and is used to assist employees in managing their information. The Schedule is available on the Records Management site on Intrapost under About Canada Post > Compliance, or you can contact your team's records management coordinator for additional help.

8

HOW WE PROTECT CORPORATE ASSETS

8.1 We protect our intellectual property

Canada Post employees and contractors create significant and valuable work including documents, technology, data compilations and artwork, and they improve equipment, tools and processes. These creations, solutions and improvements are Canada Post's intellectual property. Protecting intellectual property maintains our technological and competitive standing.

▶ It is your responsibility to

- a) understand the different types of intellectual property and find out what kind of intellectual property you might create or are exposed to in your job;
- b) treat our intellectual property as confidential information; if you are unsure whether something you create, have access to or use in your work is intellectual property, contact Legal Affairs;
- c) before you give suppliers or potential suppliers information about Canada Post business, work with Procurement to ensure they have signed a non-disclosure agreement, specifying that they will not disclose the information to anyone else;
- d) ensure that intellectual property is addressed in contracts with third parties;
- e) talk to your team leader if you think your work should be protected as intellectual property.

Q. I invented an electro-mechanical device that falls within the scope of Canada Post's business interests. Can I apply for a patent on this device?

A. No. All intellectual property conceived or made during or after working hours arising from your employment with Canada Post are rightly the property of Canada Post Corporation. You are prohibited from applying for a patent or from making use of an invention for personal gain, when an invention is within the scope of Canada Post's business interests, whether or not you have designed or produced such invention, either alone or with others.

8.2 We protect our physical assets

Canada Post has many kinds of assets, from plants, depots, post offices and office equipment to vehicles, portable data terminals (PDTs), corporate keys, and information. Protecting all corporate assets is essential to our success.

▶ It is your responsibility to

- a) take all reasonable steps to protect Canada Post assets against loss, theft, damage, vandalism, sabotage, unauthorized use or disclosure, or destruction;
- b) protect against accidental loss and theft all documents, records, data, equipment, supplies and other physical property provided to you by Canada Post;

- c) use all documents, records, data, equipment, supplies and other physical property in accordance with corporate policies and practices;
- d) return equipment, supplies, corporate information and other physical property provided to you by Canada Post in good condition when you leave the company.

Q. I am a Canada Post employee and have access to a company vehicle. Can I use the company vehicle to help my parents move some furniture on the weekend?

A. No. We must protect the company's physical and intellectual property from loss, damage, theft, vandalism, sabotage, unauthorized use or disclosure, or destruction. This applies to property located in the office, at home or on customer premises. We must ensure proper business use of company property.

8.3 We deter, prevent and report fraud

Our ability and determination to prevent, deter and report fraud or suspected fraud strengthen our integrity as employees and as a company.

► It is your responsibility to

- a) minimize the opportunity for fraud and mitigate the risks of fraud;
- b) know and follow the Anti-Fraud Policy, which has guidelines for all employees;
- c) report fraud or suspected fraud promptly to your team leader or Security and Investigation Services;
- d) co-operate fully in any investigation of suspected fraud.



8.4 We protect physical and digital mail and our brand

The trust Canadians have in us to deliver their physical and digital mail is the foundation of our business. It is central to our brand. Every employee must safeguard that trust by diligently and proactively keeping secure all items entrusted to Canada Post.

▶ It is your responsibility to

- a) comply with all corporate policies about safeguarding the mail;
- b) ensure no one tampers with (opens, keeps, steals, destroys, abandons or retains) mail from the time Canada Post receives it until it is delivered;
- c) obtain and wear your employee identification card while conducting your day-to-day duties;
- d) notify your team leader or Security and Investigation Services if you suspect mail has been tampered with, or that some activity or person is jeopardizing the security of the mail.



8.5 We deter, prevent and report illegal use of our products and services

Money laundering – the process of turning “dirty money” obtained from illegal activities into “clean money” through a series of financial transactions to obscure its source – is a serious crime. We take steps to ensure that our products and services are not being used to support illegal activities.

▶ It is your responsibility to

- a) understand Canada Post’s roles and responsibilities related to anti-money laundering, comply with relevant legislated requirements, and be aware of the penalties for non-compliance;
- b) if you work in a retail post office, identify transactions that may indicate money laundering is occurring;
- c) report these transactions according to corporate practices.



9 HOW WE REPORT KNOWN OR SUSPECTED BREACHES OF THE CODE

Canada Post expects employees who know of serious violations of the Code of Conduct to report them. Canada Post's confidential whistleblowing process assures anyone who reports a serious wrongdoing can do so without fear of reprisal or retaliation. Canada Post will investigate all allegations of serious violations or misconduct, while keeping information reported and disclosed during the investigation confidential to the extent reasonably possible.

► **It is your responsibility to**

- a) be aware that violations of the Code of Conduct, corporate policies and practices may result in disciplinary action up to and including dismissal;
- b) immediately report any serious violation or misconduct;
- c) co-operate fully in any investigation;
- d) consult with the chief compliance officer if you think that an activity may be a serious violation or misconduct, but are not sure.

- **If you feel uncomfortable reporting a serious violation or misconduct to your team leader,** submit an anonymous report by telephone, email or post to the independent third-party reporting service, available any day at any time:

Clearview Strategic Partners Inc.
P.O. Box 11017
Toronto ON M1E 1N0
www.clearviewconnects.com
1-877-288-5043

Q. Who can report a wrongdoing?

A. Employees are encouraged to report serious wrongdoings without fear of reprisal. We will investigate these alleged wrongdoings and will maintain the confidentiality of information reported to the extent reasonably possible.

Q. How do I report a wrongdoing?

A. As a Canada Post employee, you should immediately report any serious wrongdoings to your immediate supervisor without fear of reprisal. If for some reason you feel uncomfortable raising the issue with your supervisor, submit a report by telephone, email or post to the independent third-party reporting service listed above.

10 VALUES AND ETHICS FOR CROWN CORPORATIONS

The Values and Ethics Code for the Public Sector applies to all Canada Post employees. The Public Sector Code extends beyond what is usually understood as the public service to cover the entire public sector, including Crown corporations. The Public Sector Code, which came into force on April 2, 2012, is available on the website of the Treasury Board of Canada Secretariat at www.tbs-sct.gc.ca.



