

GRI Standards Content Index

General disclosures

Organizational profile		
Disclosure number	Disclosure title	Reference
102-1	Name of the organization	Canada Post Corporation
102-2	Activities, brands, products, and services	2020 Canada Post Annual Report, Notes to Consolidated Financial Statements; Incorporation, Business Activities and Directives, pg. 60.
102-3	Location of headquarters	2020 Canada Post Annual Report, Notes to Consolidated Financial Statements; Incorporation, Business Activities and Directives, pg. 60.
102-4	Location of operations	2020 Canada Post Annual Report, Notes to Consolidated Financial Statements; Incorporation, Business Activities and Directives, pg. 60.
102-5	Ownership and legal form	2020 Canada Post Annual Report, Notes to Consolidated Financial Statements; Incorporation, Business Activities and Directives, pg. 60.
102-6	Markets served	2020 Canada Post Annual Report, Notes to Consolidated Financial Statements; Incorporation, Business Activities and Directives, pg. 60.
102-7	Scale of the organization	2020 Canada Post Annual Report, Management's Discussion and Analysis, Core Businesses and Strategy, Our Business, pg. 6.
102-8	Information on employees and other workers	2020 Canada Post Annual Report, Management's Discussion and Analysis, Core Businesses & Strategy, Our Employees, pg. 14.
102-9	Supply chain	2020 Canada Post Annual Report, Management's Discussion and Analysis, Outlook for 2021, pg. 44.
102-10	Significant changes to the organization and its supply chain	2020 Canada Post Annual Report, Management's Discussion and Analysis, Outlook for 2021, pg. 44.
102-11	Precautionary Principle or approach	2020 Canada Post Annual Report, Management's Discussion and Analysis, Discussion of Operations, pg. 22.
102-12	External initiatives	2020 Canada Post Sustainability Report, Community Foundation, pg. 37.
102-13	Memberships of associations	Canada Post is a member of the Sustainable Packaging Coalition, Electric Mobility Canada, and the Canada Green Building Council, among others.

Strategy

Disclosure number	Disclosure title	Reference
102-14	Statement from senior decision maker	2020 Canada Post Sustainability Report, Message from President and CEO, pg. 3.
102-15	Key impacts, risks, and opportunities	2020 Canada Post Annual Report, Management's Discussion and Analysis, Discussion of Operations, pg. 22.

Ethics and integrity

Disclosure number	Disclosure title	Reference
102-16	Values, principles, standards, and norms of behaviour	See Canada Post Code of Conduct.
102-17	Mechanisms for advice and concerns about ethics	See Canada Post About Us.

Governance		
Disclosure number	Disclosure title	Reference
103	Management approach: leadership and governance	2020 Canada Post Sustainability Report, Leadership and governance, pg. 8.
102-18	Governance structure	2020 Canada Post Sustainability Report, Leadership and governance, pg. 8.
102-19	Delegating authority	2020 Canada Post Sustainability Report, Leadership and governance, pg. 8.
102-20	Executive-level responsibility for economic, environmental, and social topics	2020 Canada Post Sustainability Report, Leadership and governance, pg. 8.
102-21	Consulting stakeholders on economic, environmental, and social topics	Canada Post senior management receives advice and feedback from ongoing stakeholder consultation with joint union committees as well as external subject matter experts, which include non-profit organizations and an advisory panel of Canadian accessibility leaders. 2020 Canada Post Sustainability Report, Leadership and governance, pg. 8.
102-22	Composition of the highest governance body and its committees	Board Composition: 2020 Canada Post Sustainability Report, Leadership and governance, pg. 8. Board tenure and responsibility: Canada Post website: The Role of the Board of Directors.
102-23	Chair of the highest governance body	The Chair is an independent member of the Board of Directors. Her message can be found here: 2020 Canada Post Sustainability Report, Message from the Board of Directors, pg. 2.
102-24	Nominating and selecting the highest governance body	Canada Post External Website, About Us, Leadership, Governance and Board of Directors.
102-25	Conflicts of interest	Canada Post Standards of Conduct, accessible here: Responsibilities of the Directors of Canada Post Corporation.
102-26	Role of highest governance body in setting purpose, values, and strategy	Canada Post External Website, About Us, Leadership, Governance and Board of Directors.
102-27	Collective knowledge of highest governance body	2020 Canada Post Sustainability Report, Leadership and governance, pg. 8.
102-28	Evaluating the highest governance body's performance	Canada Post website: The Role of the Board of Directors.
102-29	Identifying and managing economic, environmental, and social impacts	2020 Canada Post Sustainability Report, Leadership and governance, pg. 8.
102-30	Effectiveness of risk management processes	2020 Canada Post Annual Report, Management's Discussion and Analysis, Risks and Risk Management, pg. 33.
102-31	Review of economic, environmental, and social topics	2020 Canada Post Sustainability Report, Leadership and governance, pg. 8.
102-32	Highest governance body's role in sustainability reporting	The Board of Directors approves the Sustainability Report before publishing externally.
102-33	Communicating 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. For the structure of critical ESG concerns see ESG governance and accountability: 2020 Canada Post Sustainability Report, Governance and accountability, pg. 8.

Disclosure number	Disclosure title	Reference
102-34	Nature and total number of critical concerns	2020 Canada Post Sustainability Report, Message from the Chair of the Board, pg. 2.
102-35	Remuneration policies	2020 Canada Post Annual Report, online component, Corporate Governance.
102-37	Stakeholders' involvement in remuneration	2020 Canada Post Annual Report, Management's Discussion and Analysis, Management's Responsibility for Financial Reporting, pg. 52.

Stakeholder engagement

Disclosure number	Disclosure title	Reference
102-40	List of stakeholder groups	2020 Canada Post Sustainability Report, Materiality, pg. 4.
102-41	Collective bargaining agreements	2020 Canada Post Annual Report, Management's Discussion and Analysis, Labour Matters, Labour Negotiations, pg. 4.
102-42	Identifying and selecting stakeholders	2020 Canada Post Annual Report, Management's Discussion and Analysis, Executive Summary, pg. 2.
102-43	Approach to stakeholder engagement	2020 Canada Post Sustainability Report, Materiality, pg. 4
102-44	Key topics and concerns raised	Canada Post Annual Report, online component, Our Customers.

Reporting practice

Disclosure number	Disclosure title	Reference
102-45	Entities included in the consolidated financial statements	2020 Canada Post Annual Report, Notes to Consolidated Financial Statements, Note 3(a) Basis of Consolidation, pg. 61.
102-46	Defining report content and topic Boundaries	2020 Canada Post Sustainability Report, Materiality, pg. 4.
102-47	List of material topics	2020 Canada Post Sustainability Report, Materiality, pg. 4.
102-48	Restatements of Information	2020 Canada Post Sustainability Report, Carbon methodology, pg. 22; 2020 Canada Post Sustainability Report, Vehicle Safety, pg. 15.
102-49	Changes in reporting	2020 Canada Post Sustainability Report, About this Report, pg. 4.
102-50	Reporting period	This report covers the calendar year from January 1, 2020 to December 31, 2020.
102-51	Date of most recent report	2019 Canada Post Sustainability Report. Published July 1, 2020.
102-52	Reporting cycle	Canada Post's Sustainability Reports are produced annually.
102-53	Contact point for questions regarding the report	ESG@canadapost.ca

Disclosure number	Disclosure title	Reference
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the Core option of the current GRI Standards.
102-55	GRI content index	2020 Canada Post Sustainability Report, GRI Content Index, pg. 42-57.
102-56	External assurance	The greenhouse gas inventory contained within this report has undergone a limited assurance review in accordance with the ISO 14064-3 International Standard.

Economic performance

Disclosure number	Disclosure title	Reference
201-1	Direct economic value generated and distributed	2020 Canada Post Annual Report, Management's Discussion and Analysis, Core Business and Strategy, Section 2.1, Canada Post Segment, pg. 7.
201-2	Financial implications and other risks and opportunities due to climate change	2020 Canada Post Sustainability Report, Climate risk, pg. 27.

Anti-competitive behaviour

Disclosure number	Disclosure title	Reference
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	In 2020, Canada Post did not have any legal actions taken against it relating to anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.

Materials

Disclosure number	Disclosure title	Reference
301-1	Materials used by weight or volume	This topic is currently not material to Canada Post operations.

Energy

Disclosure number	Disclosure title	Reference
103	Management approach: Climate action	Canada Post has an energy management plan with its property management partners. Canada Post also engages in regular touch points with its Real Estate team and Property Management teams on energy performance and consumption. Canada Post works closely with property management partners to identify opportunities for energy savings. Canada Post publishes annually a greenhouse gas inventory, and is committed to reducing emissions across the organization.
302-1	Energy consumption within the organization	2020 Canada Post Sustainability Report, Renewable energy and energy efficiency, pg. 26.

Disclosure number	Disclosure title	Reference
302-3	Energy intensity	2020 Canada Post Sustainability Report, Renewable energy and energy efficiency, pg. 26.
302-4	Reduction of energy consumption	2020 Canada Post Sustainability Report, Renewable energy and energy efficiency, pg. 26.

Emissions		
Disclosure number	Disclosure title	Reference
305-1	Direct (Scope 1) GHG emissions	2020 Canada Post Sustainability Report, Climate action, Scope 1, pg. 23.
305-2	Energy indirect (Scope 2) GHG emissions	2020 Canada Post Sustainability Report, Climate action, Scope 2, pg. 23.
305-3	Other indirect (Scope 3) GHG emissions	2020 Canada Post Sustainability Report, Climate action, Scope 3, pg. 23.
305-5	Reduction of GHG emissions	2020 Canada Post Sustainability Report, Climate action, pg. 23.
305-6	Emissions of ozone-depleting substances (ODS)	Canada Post does not currently have any ODS emissions through the operations of its business. For Halocarbon fugitive emissions see the 2020 Canada Post Sustainability Report, Climate action, Scope 1, pg. 23.

Waste		
Disclosure number	Disclosure title	Reference
103	Management approach: zero waste	Canada Post conducts waste audits of its facilities in conjunction with its property management partners to identify opportunities for waste diversion or reduction. In 2020, we worked with our vendors to improve the quality of our waste and recycling data. We increased the number of metrics we collect, standardized our reporting format across hundreds of sites and leveraged technology to capture trends in our data. 2020 Canada Post Sustainability Report, Zero waste, pg. 29.
306-2	Waste by type and disposal method	2020 Canada Post Sustainability Report, Zero waste, pg. 29. Canada Post reports on waste data that was provided by onsite property management.

Environmental compliance		
Disclosure number	Disclosure title	Reference
307-1	Non-compliance with environmental laws and regulations	In 2020, Canada Post did not receive any material fines relating to non-compliance with laws and regulations.

Supplier environmental assessment		
Disclosure number	Disclosure title	Reference
308-1	New suppliers that were screened using environmental criteria	In 2020, we worked with a third party to benchmark the ESG aspects of our procurement practices against other Crown corporations, private sector peers and national postal agencies. This helped us identify priorities and draw a roadmap for responsible procurement.

Labour/management relations		
Disclosure number	Disclosure title	Reference
103	Management approach: labour relations	2020 Canada Post Sustainability Report, Labour relations, pg. 20.
402-1	Minimum notice periods regarding operational changes	Approximately 95 per cent of Canada Post's employees are covered by collective agreements that 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 is reflected in the 2020 Canada Post Annual Report, Management's Discussion and Analysis, Labour Agreements, pg. 35

Occupational health and safety		
Disclosure number	Disclosure title	Reference
103	Management approach: safety and wellness	Canada Post has collaborative health and safety policy committees with each bargaining group that meet all federal requirements for membership. Committees meet on a monthly-to-quarterly basis depending on Collective Agreement stipulations.
403-2	Hazard identification, risk assessment, and incident investigation	Canada Post 2020 Sustainability Report, Safety, pg. 13; Vehicle safety, pg. 15.

Diversity and equal opportunity		
Disclosure number	Disclosure title	Reference
103	Management approach: diversity and inclusion	2020 Canada Post Sustainability Report, Leadership and governance, pg. 8. 2020 Canada Post Sustainability Report, Employee diversity and inclusion, pg. 17.
405-1	Diversity of governance bodies and employees	2020 Canada Post Sustainability Report, Leadership and governance, pg. 8. 2020 Canada Post Sustainability Report, Employee diversity and inclusion, pg. 17.

Non-discrimination		
Disclosure number	Disclosure title	Reference
406-1	Incidents of discrimination and corrective actions taken	2020 Canada Post Sustainability Report, Employee Diversity and inclusion, pg. 17; Human rights and harassment complaints table, pg. 19; Official languages complaints table, pg. 41.

Employee engagement		
Disclosure number	Disclosure title	Reference
103	Management approach: employee engagement	Canada Post engages with its employees through various communications tools and channels, including frequent CEO Updates and town halls, and a comprehensive Intrapost (Canada Post's intranet) full of information on a wealth of topics. There are also more formal touchpoints such as annual and quarterly reports and an open Annual Public Meeting. As well, Supervisory Briefing Notes on Intrapost communicate messages, job aids, posters and talk tracks to help supervisors communicate to frontline workers in Operations.

Freedom of association and collective bargaining

Disclosure number	Disclosure title	Reference
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Over 95 per cent of our employees are covered by a collective agreement. The status of the collective agreements is reflected on pg. 20 of the 2020 Canada Post Sustainability Report, Labour Relations section.

Child labour

Disclosure number	Disclosure title	Reference
408-1	Operations and suppliers at significant risk for incidents of child labour	Canada Post operations are conducted solely within Canada and the Corporation deems that there is no risk for incidents of forced or compulsory labour. No supplier was identified as having significant risk for incidents of forced or compulsory labour. 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, CPC's contractors are required to perform the same due diligence, and are held responsible for the quality and punctuality of the work performed.

Forced or compulsory labour

Disclosure number	Disclosure title	Reference
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Canada Post operations are conducted solely within Canada and the Corporation deems that there is no risk for incidents of forced or compulsory labour. No supplier was identified as having significant risk for incidents of forced or compulsory labour. 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, CPC's contractors are required to perform the same due diligence, and are held responsible for the quality and punctuality of the work performed.

Accessibility

Disclosure number	Disclosure title	Reference
103	Management approach: accessibility	2020 Canada Post Sustainability Report, Accessibility at Canada Post, pg. 32.

Rights of Indigenous Peoples		
Disclosure number	Disclosure title	Reference
103	Management Approach: Indigenous and Northern Affairs	Canada Post's new Indigenous and Northern Reconciliation Strategy aims to renew the relationship between Canada Post and Indigenous Peoples. It is guided by the principles of acknowledgement, opportunity, rectification, improvement of service and inclusion. 2020 Canada Post Sustainability Report, Indigenous and Northern Affairs, pg. 35.
411-1	Incidents of violations involving rights of Indigenous Peoples	In 2020, Canada Post did not have any legal action or complaint registered against involving the rights of Indigenous Peoples. Canada Post continues to work towards broader strategic objectives on Indigenous and Northern Affairs: 2020 Canada Post Sustainability Report, Indigenous and Northern Affairs, pg. 35.

Human rights assessment		
Disclosure number	Disclosure title	Reference
412-2	Employee training on human rights policies or procedures	2020 Canada Post Sustainability Report, Employee diversity and inclusion, pg. 18.

Local communities		
Disclosure number	Disclosure title	Reference
413-1	Operations with local community engagement, impact assessments, and development programs	Delivery Accommodation Program: 2020 Canada Post Sustainability Report, Delivery Accommodation Program, pg. 34. Indigenous and Northern Affairs: 2020 Canada Post Sustainability Report, Indigenous and Northern Affairs, pg. 35.

Supplier social assessment		
Disclosure number	Disclosure title	Reference
414-1	New suppliers that were screened using social criteria	Canada Post issues guidelines and requirements to all suppliers to comply with best international standards and all applicable laws. For Responsible Investment and Procurement, including Indigenous procurement: 2020 Canada Post Sustainability Report, Responsible investment pg. 9; Responsible Procurement, pg. 11.

Public policy		
Disclosure number	Disclosure title	Reference
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

Disclosure number	Disclosure title	Reference
417-3	Incidents of non-compliance concerning marketing communications	In 2020, Canada Post did not receive any material fines relating to non-compliance with laws and regulations.

Customer privacy

Disclosure number	Disclosure title	Reference
103	Management approach: security and privacy	Security and privacy: Canada Post upholds the privacy of Canadians by strictly adhering to the Federal Privacy Act, as well as by following leading privacy practices. Canada Post is committed to fulfilling our obligations under the Access to information Act while protecting the information received from its partners, suppliers and customers.
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Security of the mail: 2020 Canada Post Sustainability Report, Security of the mail, pg. 36. 2020 Canada Post Sustainability Report, Privacy, pg. 40.

Socioeconomic compliance

Disclosure number	Disclosure title	Reference
419-1	Non-compliance with laws and regulations in the social and economic area	In 2020, Canada Post did not receive any material fines relating to non-compliance with laws and regulations.