

GRI Standards Content Index

General disclosures

Organizational profile		
Disclosure number	Disclosure title	Response
2-1	Organizational details	See 2021 Canada Post Annual Report , Core Business and Strategy, p. 7.
2-2	Entities included in the organization's sustainability reporting	The report prepared is for the Canada Post segment of the Canada Post Group of Companies and does not include our subsidiaries. See 2021 Canada Post Annual Report , "Core Business and Strategy", p. 7.
2-3	Reporting period, frequency and contact point	This report is prepared annually and covers the calendar year from January 1, 2021 to December 31, 2021 as does our 2021 Canada Post Annual Report . Canada Post's <i>2021 Sustainability Report</i> was published on June 10, 2022. Please reach out to ESG@canadapost.ca for questions on the report or reported information.
2-4	Restatements of information	Minor restatements were made to correct values in our 2019 and 2020 GHG Inventories. See the " Carbon footprint " section for restatements made. The restatements were not material to the historical inventories.
2-5	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.
2-6	Activities, value chain, and other business relationships	See 2021 Canada Post Annual Report , "Core Business and Strategy", p. 7. There have been no significant changes to our activities, value chain and other business relationships in the reporting year.
2-7	Employees	See 2021 Canada Post Annual Report , "Our employees", p. 20. See " Employee equity, diversity and inclusion ".
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 support to support our operational demands. See 2021 Canada Post Annual Report , "Our employees", p. 20. See " Employee equity, diversity and inclusion ".

Disclosure number	Disclosure title	Response
2-9	Governance structure and composition	See “Leadership and governance” . Board tenure and responsibility: Canada Post website: Role of the Board . Board gender and diversity: Board of Directors' biographies , Board diversity . Stakeholders: See “About this report” .
2-10	Nomination and selection of the highest governance body	See Role of the Board .
2-11	Chair of the highest governance body	The Chair is an independent member of the Board of Directors. See Corporate governance .
2-12	Role of the highest governance body in overseeing the management of impacts	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. See “Leadership and governance” . See Corporate governance . See 2021 Canada Post Annual Report , “Risks and Risk Management”, p. 49.
2-13	Delegation of responsibility for managing impacts	See “Leadership and governance” .
2-14	Role of the highest governance body in sustainability reporting	The Board of Directors approves the <i>2021 Sustainability Report</i> before publishing externally. See “Leadership and governance” . See “About this report” .
2-15	Conflicts of interest	See Responsibilities of the Directors of Canada Post Corporation .

Disclosure number	Disclosure title	Response
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 “Message from the Chair of the Board of Directors” . See “Leadership and governance” .
2-17	Collective knowledge of the highest governance body	See “Leadership and governance” .
2-18	Evaluation of the performance of the highest governance body	See Corporate governance . See Role of the Board .
2-19	Remuneration policies	See 2021 Canada Post Annual Report, Corporate governance . See Performance Management Program for Chief Executive Officers of Crown Corporations . See Salary ranges and maximum performance pay for Governor in Council appointees .
2-20	Process to determine remuneration	See 2021 Canada Post Annual Report, Corporate governance . See Performance Management Program for Chief Executive Officers of Crown Corporations .
2-21	Annual total compensation ratio	CEO Average Employee Pay Ratio: 8.7. Calculation: CEO compensation/average employee compensation.
2-22	Statement on sustainable development strategy	See “Message from the Chair of the Board of Directors” . See “Joint message from the President and CEO and Chief Sustainability and Legal Officer” .
2-23	Policy commitments	See Canada Post Code of Conduct .

Disclosure number	Disclosure title	Response
2-24	Embedding policy commitments	<p>Corporate policies outline Canada Post's commitments or expectations on issues of importance to its business operations and reputation.</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. <p>Policies address internal needs (e.g., conflict of interest), external trends (e.g., contributions, marketing and competitive practices) and legislated requirements (e.g., official languages, access to information, privacy).</p> <p>Policies provide a foundation for internal operational and administrative decisions. They are consistent with the direction of the Code of Conduct and provide information for a specific area of business.</p> <p>Business practices standardize the way Canada Post operates and applies policies, rules and relevant decisions. By describing how something should be done, business practices allow for consistent operation across the entire Corporation. Business practices are directed to specific groups of employees. For example, the hiring practice is directed to team leaders.</p>
2-25	Processes to remediate negative impacts	<p>See Canada Post Code of Conduct.</p> <p>See "Labour relations".</p>
2-26	Mechanisms for seeking advice and raising concerns	<p>See Canada Post Code of Conduct.</p> <p>See "Labour relations".</p>
2-27	Compliance with laws and regulations	<p>In 2021, Canada Post did not receive any material fines relating to non-compliance with laws and regulations.</p>

Disclosure number	Disclosure title	Response
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 Multicultural Supply Council, Women Business Enterprises Canada, Sustainable Mail Group, Urban Delivery Solutions Initiative (USDI) and the Rick Hansen Foundation, among others.
2-29	Approach to stakeholder engagement	See “Material topics” . See 2021 Canada Post Annual Report , “Executive Summary”, p. 1.
2-30	Collective bargaining agreements	See 2021 Canada Post Annual Report , “Capabilities”, p. 20, “Labour and employee relations”, p. 24.

Material topics

Disclosure number	Disclosure title	Response
3-1	Process to determine material topics	See “Material topics” .
3-2	List of material topics	See “About this report” and “Material topics” .

Economic performance

Disclosure number	Disclosure title	Response
3-3	Management approach	See 2021 Canada Post Annual Report , “Core Business and Strategy”, p. 7 and “Risks and Risk Management”, p. 49.
201-1	Direct economic value generated and distributed	See 2021 Canada Post Annual Report , “Executive Summary”, p. 1.
201-2	Financial implications and other risks and opportunities due to climate change	See Canada Post 2021 Sustainability Report Task Force on Climate-related Financial Disclosures.

Disclosure number	Disclosure title	Response
201-3	Defined benefit plan obligations and other retirement plans	See 2021 Canada Post Annual Report , “Risks and Risk Management”, p. 49.
201-4	Financial assistance received from government	No financial assistance was received during the reporting period.

Procurement practices

Disclosure number	Disclosure title	Response
3-3	Management approach	See “ Responsible procurement ”.
204-1	Proportion of spending on local suppliers	Not reported.

Anti-corruption

Disclosure number	Disclosure title	Response
3-3	Management approach	Canada Post has an internal policy in place for anti-fraud. Employees are required to adhere to these policies as laid out in our Code of Conduct . For more details see Canada Post Code of Conduct .
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 against Canada Post.

Disclosure number	Disclosure title	Response
205-2	Communication and training about anti-corruption policies and procedures.	Canada Post has an internal policy in place for anti-fraud. Employees are required to adhere to these policies as laid out in our Code of Conduct . For more details see Canada Post Code of Conduct .
205-3	Confirmed incidents of corruption and actions taken.	In 2021, Canada Post did not have any incidents of corruption.

Anti-competitive behaviour

Disclosure number	Disclosure title	Response
3-3	Management approach	Canada Post has an internal policy in place for fair competition. Employees are required to adhere to these policies as laid out in our Code of Conduct . For more details see Canada Post Code of Conduct .
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	In 2021, 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	Response
3-3	Management approach	See “Responsible mail” . See “Retail sustainability” .
301-1	Materials used by weight or volume	Not yet reported. EAP Goal 15.2 Map volume of plastics in the mail stream.
301-2	Recycled input materials used	See “Responsible mail” . See “Retail sustainability” .
301-3	Reclaimed products and their packaging materials	See “Responsible mail” . See “Retail sustainability” .

Energy		
Disclosure number	Disclosure title	Response
3-3	Management approach	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. See “ Carbon footprint ”.
302-1	Energy consumption within the organization	See “ Carbon footprint ”.
302-3	Energy intensity	See “ Carbon footprint ”.
302-4	Reduction of energy consumption	See “ Carbon footprint ”.

Emissions		
Disclosure number	Disclosure title	Response
3-3	Management approach	See “ Climate action ” goals. See “ Carbon footprint ”.
305-1	Direct (Scope 1) GHG emissions	See “ Carbon footprint ”.
305-2	Energy indirect (Scope 2) GHG emissions	See “ Carbon footprint ”.
305-3	Other indirect (Scope 3) GHG emissions	See “ Carbon footprint ”.

Disclosure number	Disclosure title	Response
305-4	GHG emissions intensity	See “ Carbon footprint ”.
305-5	Reduction of GHG emissions	See “ Carbon footprint ”.
305-6	Emissions of ozone-depleting substances (ODS)	Canada Post does not currently have any ODS emissions through the operations of its business. See “ Carbon footprint ” for halocarbon fugitive emissions.
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	Other significant air emissions in metric tonnes: <ul style="list-style-type: none"> • Nitrogen oxides (NOx): in 2019, 37.4; in 2020, 36.8; in 2021, 38. • Sulphur oxides (SOx): in 2019, 5.2; in 2020, 5.1; in 2021, 5.3. • Particulate matter (PM): in 2019, 2.3; in 2020, 2.2; in 2021, 2.3.

Waste

Disclosure number	Disclosure title	Response
3-3	Management approach	Canada Post conducts waste audits of its facilities in conjunction with its property management partners to identify opportunities for waste diversion or reduction. In 2021, we expanded the number of facilities included in our diversion rate from approximately 500 to 3,000. We also began to track durable goods, such as electronics and operational equipment, and include them in our diversion rate. See “ Zero waste ”.
306-1	Waste generation and significant waste-related impacts	See “ Zero waste ”.
306-2	Waste by type and disposal method	See “ Zero waste ”.
306-3	Waste generated	See “ Zero waste ”.
306-4	Waste diverted from disposal	See “ Zero waste ”.
306-5	Waste directed to disposal	See “ Zero waste ”.

Supplier environmental assessment		
Disclosure number	Disclosure title	Response
3-3	Management approach	See “ Responsible procurement ”.
308-1	New suppliers that were screened using environmental criteria	See “ Responsible procurement ”.
308-2	Negative environmental impacts in the supply chain and actions taken	See 2021 Canada Post Annual Report , “Risks and Risk Management”, p. 49.

Employment		
Disclosure number	Disclosure title	Response
3-3	Management approach	See 2021 Canada Post Annual Report , Our employees, p. 20
401-1	New employee hires and employee turnover	See 2021 Canada Post Annual Report , Our employees, p. 20 See “ Employee equity, diversity and inclusion ”.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	See 2021 Canada Post Annual Report , “Pension, and other post-employment benefits and other long-term benefit plans”, p. 41. See “ Wellness ”.
401-3	Parental leave	Leave taken in 2021: <ul style="list-style-type: none"> • Maternity leave: female 418; male 0; total maternity leave 418. • Parental leave: female 396; male 375; total parental leave 771. • Adoption leave: female 5; male 3; total adoption leave 8. • Total leave: female 819; male 378; total of all leave 1,197.

Labour/management relations		
Disclosure number	Disclosure title	Response
3-3	Management approach	See “ Labour relations ”.
402-1	Minimum notice periods regarding operational changes	Approximately 95% 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 2021 Canada Post Annual Report , Labour and employee relations, p. 24.

Occupational health and safety		
Disclosure number	Disclosure title	Response
3-3	Management approach	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. See “ Safety ”.
403-1	Occupational health and safety management system	See “ Safety ”.
403-2	Hazard identification, risk assessment, and incident investigation	See “ Safety ”.
403-3	Occupational health services	See “ Safety ”. See 2021 Canada Post Annual Report , “Risks and Risk Management”, p. 49.
403-4	Worker participation, consultation, and communication on occupational health and safety	See 2021 Canada Post Annual Report online component, Our People .
403-5	Worker training on occupational health and safety	See “ Safety ”.

Disclosure number	Disclosure title	Response
403-6	Promotion of worker health	See “ Safety ”. See “ Wellness ”.
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	See “ Safety ”. See 2021 Canada Post Annual Report , “Risks and Risk Management”, p. 49.
403-8	Workers covered by an occupational health and safety management system	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. See “ Safety ”.
403-9	Work-related injuries	See “ Safety ”.
403-10	Work-related ill health	See “ Safety ”.

Training and Education

Disclosure number	Disclosure title	Response
3-3	Management approach	See “ Learning and development ”.
404-1	Average hours of training per year per employee	See “ Learning and development ”.
404-2	Programs for upgrading employee skills and transition assistance programs	See “ Learning and development ”.
404-3	Percentage of employees receiving regular performance and career development reviews	See “ Learning and development ”.

Diversity and equal opportunity		
Disclosure number	Disclosure title	Response
3-3	Management approach	See “ Employee equity, diversity and inclusion ”.
405-1	Diversity of governance bodies and employees	See “ Employee equity, diversity and inclusion ”. Board gender and diversity: Board of Directors’ biographies , Board diversity .
405-2	Ratio of basic salary and remuneration of women to men	See “ Pay equity ”.

Non-discrimination		
Disclosure number	Disclosure title	Response
3-3	Management approach	See “ Employee equity, diversity and inclusion ”. See “ Human rights ”.
406-1	Incidents of discrimination and corrective actions taken	See “ Human rights ”.

Freedom of association and collective bargaining		
Disclosure number	Disclosure title	Response
3-3	Management approach	See “ Labour relations ”.
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Over 95% of our employees are covered by a collective agreement. The status of those collective bargaining agreements is reflected in the 2021 Canada Post Annual Report , “Labour and employee relations”, p. 24.

Child labour

Disclosure number	Disclosure title	Response
3-3	Management approach	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.
408-1	Operations and suppliers at significant risk for incidents of child labour	<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, CPC's contractors are required to perform the same due diligence, and are held responsible for the quality and punctuality of the work performed.</p> <p>See Canada Post Supplier Code of Conduct.</p>

Forced or compulsory labour

Disclosure number	Disclosure title	Response
3-3	Management approach	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.
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	<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, CPC's contractors are required to perform the same due diligence, and are held responsible for the quality and punctuality of the work performed.</p> <p>See Canada Post Supplier Code of Conduct.</p>

Rights of Indigenous Peoples		
Disclosure number	Disclosure title	Response
3-3	Management approach	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. See “Indigenous and Northern Affairs” .
411-1	Incidents of violations involving rights of Indigenous Peoples	In 2021, Canada Post did not have any legal action or complaint registered against it involving the rights of Indigenous Peoples. See “Indigenous and Northern Affairs” .

Human rights assessment		
Disclosure number	Disclosure title	Response
3-3	Management approach	See “Human rights” .
412-2	Employee training on human rights policies or procedures	See “Human rights” .

Local communities		
Disclosure number	Disclosure title	Response
3-3	Management approach	See 2021 Canada Post Annual Report .
413-1	Operations with local community engagement, impact assessments, and development programs	See “Accessibility at Canada Post” . See “Indigenous and Northern Affairs” . See “Community Foundation” .

Supplier social assessment		
Disclosure number	Disclosure title	Response
3-3	Management approach	See “ Responsible procurement ”.
414-1	New suppliers that were screened using social criteria	See “ Responsible procurement ”.
414-2	Negative social impacts in the supply chain and actions taken	See 2021 Canada Post Annual Report , “Risks and Risk Management”, p. 49.

Public policy		
Disclosure number	Disclosure title	Response
3-3	Management approach	Canada Post is a federal Crown corporation and does not make financial or in-kind contributions to political parties or politicians.
415-1	Political contributions	See Canada Post Code of Conduct .

Marketing and labelling		
Disclosure number	Disclosure title	Response
417-2	Incidents of non-compliance concerning product and service information and labelling	In 2021, 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 2021, Canada Post did not receive any material fines relating to non-compliance with laws and regulations.

Customer privacy		
Disclosure number	Disclosure title	Response
3-3	Management approach: security and privacy	Security and privacy: Canada Post upholds the privacy of Canadians by strictly adhering to the federal <i>Privacy Act</i> , as well as by following leading privacy practices. Canada Post is committed to fulfilling our obligations under the <i>Access to Information Act</i> 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	See “ Security of the mail ”. See “ Privacy ”.

Socioeconomic compliance		
Disclosure number	Disclosure title	Response
419-1	Non-compliance with laws and regulations in the social and economic area	In 2021, Canada Post did not receive any material fines relating to non-compliance with laws and regulations.