

Modernizing our retail network



Canada Post is modernizing its national network of post offices to better align services with how Canadians shop and use the postal service.

WHAT'S CHANGING

Canada Post is transforming to restore and renew the country's postal service to better meet the evolving needs of Canadians in a financially sustainable way.

Modernizing our retail network will help ensure it reflects how Canadians and communities are using post offices today, while protecting vital services in rural, remote and Indigenous areas.

While Canadians still value post offices, they are visiting them less frequently and making fewer in-store purchases. This pattern has driven a 30-per-cent drop in retail revenue since 2021. Usage is also uneven across the network.



OUR COMMITMENT



While our retail network will change, you'll still have access to reliable, affordable postal services no matter where you live.



We'll continue to protect vital services in rural, remote and Indigenous communities.



We won't take a one-size-fits-all approach. Every change will be carefully reviewed to reflect the needs of the local community.



Customers, employees, bargaining agents and municipal officials will be kept informed on changes to postal services in their communities.

HOW WE'LL PROCEED

As we modernize our retail network, we'll follow a consistent, thoughtful approach that takes the needs of each community into account.



We'll start by making changes in urban and suburban areas that are currently over-served.



We'll review the post offices in our network to understand how their services are used and how they serve their local communities.



We'll use what we've learned to ensure our retail network reflects the way Canadians use post offices today.

