



Retail modernization process

This step-by-step process outlines how Canada Post will approach rebalancing its network of post offices so it can better serve the needs of customers and communities.

For this initiative, post offices will be reviewed across a community to understand customer and community needs holistically.

We will also focus on reviews of largely urban areas while maintaining our commitment to protect services for rural, remote and Indigenous communities.

STEP 1 Gather community feedback

Posters and tear-away pads will be placed in post offices inviting customers to provide feedback on how they use the post offices in their community. Customers will be directed to an online form or a phone number where they can leave their feedback. This feedback period will be open for a minimum of 60 days. We will notify our bargaining agents when the materials are shipped to the post offices.

STEP 2 Conduct internal market review

While feedback is being collected, we will also internally assess the post offices at the community level to better understand local operations and community needs. As part of this process, we will look for areas where services overlap, where services could be enhanced, or where alternative service models could better match local needs.

STEP 3 Evaluate findings and determine where changes are needed

Following the community feedback period and internal review, we will evaluate the findings and develop recommendations for where any changes should be implemented. Recommendations will be reviewed through the appropriate approval process before decisions are finalized.

STEP 4 Engage with affected municipalities

We will engage with affected municipalities to share information about any changes to post offices in their communities and discuss the next steps in the process.

STEP 5 Reach out to other affected stakeholders

We will reach out to affected customers, employees, bargaining agents and other stakeholders to share information about decisions and what they can expect moving forward.

STEP 6 Implement changes

When implementing changes to our network, we will follow a planned process and continue to engage with municipalities, customers, employees and bargaining agents when needed to ensure everyone remains well informed.

STEP 7 Continue monitoring

We will monitor the results of any changes and use those insights to help inform future efforts to modernize our post office network.