



Guiding our transformation

Canada Post is transforming to renew and modernize the national postal service and put it on a path to financial sustainability.

During this transformation, the following guiding principles represent our commitments to Canadians, customers and employees.



Prioritize service

We will provide **reliable and affordable delivery** for all Canadians while protecting access to vital postal services in **rural, remote and Indigenous communities**.



Proceed thoughtfully

While there's a need to move with urgency, we will **proceed thoughtfully to get it right** and minimize how the changes affect Canadians.



Treat employees with respect

We will continue to be **fair and respectful to our employees** and prioritize their safety as we implement changes.



Keep Canadians informed

We will provide **regular updates on our transformation** to Canadians, customers, employees and other stakeholders, and give them **as much notice as possible** of any changes affecting them.



Be flexible

We will **adjust our approach** based on the evolving needs of **Canadians**.