

# Update on Canada Post's transformation

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We want to provide an update on our transformation.

As you know, the Government of Canada is lifting long-standing barriers to reform and directed us to implement transformative changes to ensure we can meet the evolving needs of Canadians without becoming a recurring burden on taxpayers.

We continue to work closely with the government on the details of our proposed transformation plan. At the same time, given the government's direction to begin taking initial steps, we are reaching out to our bargaining agents to consult on our approach to several proposed changes.

These proposed changes include converting the remaining addresses that still receive delivery at the door to community mailboxes and modernizing our retail network.

Once initial consultations with our bargaining agents are complete, we will begin engaging municipal officials and other key stakeholders.

We are also collaborating with the government on updates to our delivery standards for letter mail, which will require amendments to the *Canadian Postal Service Charter*.

Canada Post has reached an important turning point. Our transformation will strengthen the postal service, allow us to be a better partner for businesses, and help us meet our dual mandate of delivering for all Canadians in a way that is financially self-sustainable.

We're committed to moving forward in a thoughtful way that prioritizes service for all Canadians while protecting access to vital postal services in rural, remote and Indigenous communities. We're also committed to treating employees with respect throughout this process.

We'll continue to update Canadians, customers, employees and other stakeholders on our transformation, and provide as much advance notice as possible of any changes that affect them.

## **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, our [guiding principles](#) represent our commitments to Canadians, customers and employees.