

2014 Social Responsibility Report



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We welcome your feedback on this report.
Please send us an email at info.csr@canadapost.ca

or write to us at
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Introduction

While Canadians mail less every year, more are shopping online. And we at Canada Post are boldly transforming our business to meet their changing needs.

We are the crucial human link in the online shopping experience. We are in an ideal position because we reach all 15.7 million addresses in Canada and operate the country's largest retail network, with almost 6,300 post offices. Canada Post and subsidiaries Purolator Holdings Ltd. and SCI Group Inc. offer market-leading solutions for e-commerce shippers through the combined assets and expertise of the Canada Post Group of Companies.¹

As we transform, our commitment to social responsibility does not change. This reflects our concern for the health and well-being of our employees, the environment and the communities we serve.

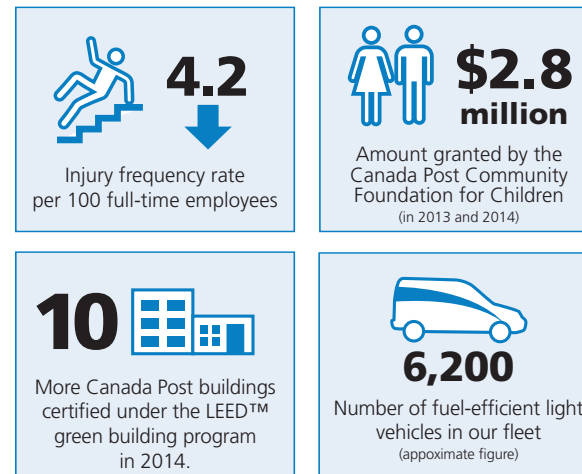
As stated in the 2014 Annual Report, local communities are the foundation of this country, and Canada Post is part of them all. We are proud to contribute to them and to support the generation that will take charge of the future.

In 2014, Canada Post employees volunteered more than 250,000 hours to help Santa reply to more than 1.5 million letters he received from children across Canada and around the world. In 2013 and 2014, the Canada Post Community Foundation for Children granted more than \$2.8 million to more than 215 community projects across Canada.

1. The Canada Post Group of Companies includes the Canada Post segment and its principal subsidiaries, Purolator Holdings Ltd., SCI Group Inc. and Innovapost Inc.

We continually review programs to ensure they adhere to our primary interests and those of our stakeholders. We are committed to maintaining the trust of Canadians by measuring and reporting our performance in a transparent manner.

2014 highlights



LEED is a trademark of U.S. Green Building Council.

About this report

The 2014 Social Responsibility Report is our eighth and the fourth as a complement to our Annual Report. It should be read in conjunction with the 2014 Annual Report to provide a comprehensive examination of the Corporation's economic performance.

The Social Responsibility Report assesses key performance measures as set out by the Global Reporting Initiative, which promotes sustainable development (page 12). Data presented in the Report is specific to the Canada Post segment of Canada Post Corporation. It also includes some references to contracted vehicles and aircraft within the Canada Post Group of Companies.



Social

Health and Safety

Operational safety

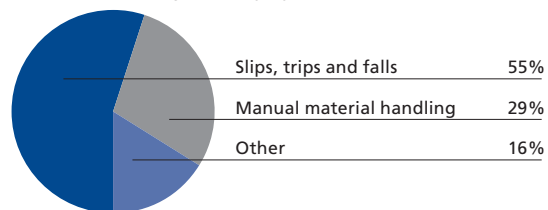
Canada Post is committed to creating and maintaining a healthy and safe environment for all employees, visitors and contractors. Safety improvement involves decision-making at every level of the organization, and every employee contributes to creating a safe work environment.

As a result of Canada Post employees' continued commitment, lost-time injury frequency dropped by six per cent in 2014 and has declined by approximately 36 per cent since 2010.

Initiatives in 2014:

- Integrated health and safety measures into the initiatives of the Five-point Action Plan.
- Redesigned the annual awareness campaign to reduce the most common workplace injuries – slips, trips and falls.
- Completed leadership safety action plans for all areas of operations, with each targeting high-risk areas for improvement.
- Continued the machine-guarding project to improve safety by modifying conveyors and other automated equipment.
- Established action plans for operations managers whose employee injury-frequency rate was higher than average.
- Completed 367 safety-compliance assessments on loading-dock safety.

2014 lost-time injuries by type



Lost-time injuries

	2014	2013	2012
Injuries	1,871	2,021	2,569
Injury frequency rate ¹	4.2	4.4	5.5

1. Per 100 full-time equivalent employees.

Fatalities

	2014	2013	2012
Canada Post employees	0	0	2
RSMC ¹ helpers, ergonomic assistants and replacements	0	0	0

1. Rural and Suburban Mail Carriers.

Road safety

Canada Post's driving safety programs are designed to reinforce defensive driving techniques and reduce the risk of accidents. In 2014, the collision frequency rate and number of collisions fell.

Motor vehicle collisions (owned fleet)

	2014	2013	2012
Collisions	1,405	1,437	1,523
Collision frequency rate ¹	1.6	1.8	1.9

1. Per 100,000 km driven

Absenteeism

The absence rate, Canada Post's measure for reporting absenteeism, moved higher in 2014 to 7.3 per cent. Similar to previous years, the Corporation's aging workforce had an impact on disability management programs and workplace absenteeism.

Short-Term Disability is an important program at Canada Post. It's designed to help employees receive the support they need to return to good health and work at the earliest opportunity.

Absenteeism (as a percentage of usual hours of work)

	2014	2013	2012
Absenteeism	7.3%	6.7%	6.7%

Reasons for absences

	2014	2013	2012
Short-term disability and urgent personal days	77.1%	76.8%	73.4%
Injury on duty	14.7%	15.6%	14.6%
Other ¹	8.2%	7.6%	12.0%

1. Includes leaves such as employee requested leave without pay and special leave.

Diversity

Canada Post's goal is to achieve a diverse workforce that reflects its customers and the Canadian labour market. Canada Post follows the standards set out in the *Employment Equity Act* to build an inclusive workplace for women, members of visible minorities, Aboriginal peoples and persons with disabilities.

In 2014, Canada Post once again employed a higher number of women within the overall workforce than was reflected in the Canadian Labour Market Availability (CLMA) rate.

Canada Post recognizes the relationship between gender diversity and corporate performance. Working with its shareholder, the Government of Canada, the Board ensures that highly qualified female candidates are identified for any vacant positions.

At the end of 2014, the Board had 20 per cent female members, including the Chairperson. It is focused on growing this number as it identifies new candidates in 2015.

The Board has established an Equality in Employment policy for the Corporation and regularly reviews its performance in this area.

During the year, the Corporation also established partnerships to promote Canada Post jobs among Aboriginals and new Canadians, and participated in employment-related events across the country. Canada Post recognized 24 Aboriginal people through the Canada Post Aboriginal Education Incentive Awards.

Overall workforce	2014	2013	2012	CLMA ¹
Women	50.4%	50.7%	50.5%	48.0%
Aboriginal peoples	2.3%	2.3%	2.3%	3.0%
Persons with disabilities	3.4%	3.8%	4.0%	7.7%
Visible minorities	15.4%	14.5%	13.8%	17.3%

Senior management	2014	2013	2012	CLMA ¹
Women	25.6%	27.7%	26.2%	27.4%
Aboriginal peoples	1.2%	1.1%	0.0%	2.9%
Persons with disabilities ²	2.4%	—	—	4.3%
Visible minorities	7.0%	9.6%	6.0%	10.1%

1. Based on Government of Canada Census data, 2011.
2. Due to changes in the 2011 Census source of data used for persons with disabilities, the 2013 and 2012 comparative information is not available. The 2014 figure includes all management levels.

Human Rights

Canada Post addresses human rights and harassment complaints from employees and those brought to the Corporation's attention by the Canadian Human Rights Commission on a timely basis. The Human Rights team assesses the complaints and determines appropriate measures to resolve and prevent incidents. Canada Post is committed to fostering a culture of respect and fairness as well as to continuing its compliance with the *Canadian Human Rights Act*.

In 2014, Canada Post deployed conflict-resolution training sessions across the country for employees represented by the Canadian Union of Postal Workers. The Human Rights team also launched a course to provide sensitivity and awareness training to team leaders on non-visible disabilities, such as autism and mental illness.

The team was recognized with a nomination to the 2014 Ottawa Vision Awards, which acknowledges outstanding contributions and accomplishments by professionals in human resources.

Human rights complaints	2014	2013	2012
Formal human rights complaints	20	18	27
Internal human rights complaints	183	210	147
General complaints of harassment	209	291	232



Employee Relations

Training is a key component of Canada Post's human resources effort. As the Corporation transforms to the reality of delivering less mail and delivering more parcels in a highly competitive environment, employees need to be prepared for new or modified roles.

The Corporation's commitment to this goal is illustrated by the opening in 2014 of the state-of-the-art Pacific Processing Centre in Richmond, B.C. Canada Post delivered more than 78,000 hours of training for employees and team leaders to prepare them for this new facility.

During the year, Canada Post established digital learning classrooms in most plants and several depots. This investment will continue in 2015 as the Corporation increases the breadth of these training initiatives.

In its third year, Canada Post's executive development program continued to strengthen the company's succession plan and support cultural change. In 2015, Canada Post will expand the program through management ranks.

Also in 2014, the Corporation undertook an initiative in Calgary and Nova Scotia to freshly engage frontline employees and team leaders in discussing and encouraging a highly committed, customer-focused workplace. Early reviews have been positive. The concept will be expanded to new sites in 2015.

In its recruitment efforts, Canada Post increased the use of social media to advertise and attract employment candidates. The Corporation also worked closely to match attrition with workforce reduction targets, while minimizing the impact on employees. Both of these efforts will continue in 2015 and beyond.



Grievances

In 2014, the number of grievances filed by employees fell 11%. Canada Post replied to the vast majority of them and the number of those that were resolved rose 17%.

Grievances	2014	2013	2012
Filed	14,410	16,195	18,390
Resolved	22,598	19,243	22,732

Giving Back to Our Communities



Canada Post Community Foundation for Children

The Canada Post Community Foundation for Children delivers a brighter future to children and youth in Canada by supporting registered charities, school programs and local initiatives.

The Foundation takes a grassroots community approach to raising money. Funds are raised through donations at the counter of post offices across the country, the sale of special stamps and employee-led events.

This approach has helped the Foundation grant more than \$2.8 million to more than 215 community projects in 2013 and 2014. In 2014, the Foundation granted more than \$1.3 million in vital support to 107 community organizations across Canada. The Foundation intends to grant an additional \$1.2 million in 2015.

The money raised has helped support a wide range of special initiatives. It has helped children with terminal illness go to summer camp, and has reduced waiting times for teens seeking mental health support. It has provided therapy dogs for children who have

experienced trauma, and contributed to literacy programs to improve the job prospects of disadvantaged youth.

The Foundation also contributed to breakfast programs, playground equipment, computers in classrooms, nutrition classes, sports initiatives and libraries across the country.

Santa Letter-writing Program

For our company and our employees, it is a special honour and source of pride to deliver children's holiday wishes to Santa. Every year, current and retired employees ensure a reply from Santa is a highlight of the holiday season for Canadian children and families.

In 2014, thousands of our employees volunteered more than 250,000 hours to help Santa reply to more than 1.5 million letters he received from children across Canada and around the world.



You and Canada Post

Security of the mail

Safe and secure delivery of the mail is of utmost importance to our customers and essential to Canada Post's sustainability and growth. The Security and Investigation Services team deploys investigative and preventive strategies to safeguard mail, assets and people. In 2014, key priorities were ensuring asset security and preventing fraud, as well as identifying and communicating risk and carrying out security screenings.

During the year, the Security and Investigation Services team

- carried out investigations with local law enforcement agencies, resulting in the arrest of 86 suspects;
- significantly reduced criminal activity involving street furniture (such as street letter boxes, relay boxes, community mailboxes and group mailboxes);
- completed 120 facility threat-risk assessments.

Privacy

In 2014, Canada Post conducted a system-wide review to ensure it was complying with Canada's anti-spam legislation. This initiative examined the online activities of all business segments and communications activities.

The collection, use and disclosure of personal information is of vital importance to Canadians. Canada Post is fully committed to protecting the privacy of its customers and suppliers through strict adherence to the *Privacy Act*.

Official languages

Canada Post is committed to serving customers and communicating with them in both official languages, in compliance with the *Official Languages Act*. Canada Post is equally committed to ensuring Anglophone and Francophone Canadians have equal opportunities to obtain employment and advancement within the Corporation.

In 2014, the Official Languages team received fewer complaints from the Office of the Commissioner of Official Languages – 26 compared to 39 in 2013. Several factors contributed to this decline:

- internal awareness activities around language of work, including the launch of a new learning course and new tools for team leaders;
- a campaign focused on the language requirements for communications to bilingual offices and regions;
- greater collaboration, support and prompt intervention to resolve complaints;
- a campaign with retail operations to further promote bilingual services.

Based on the Commissioner's 2013-14 report card, Canada Post developed a three-year action plan addressing areas that would benefit from improvement.

Official language complaints

2014	2013	2012
26	39	37



Access to information

Canada Post has received 891 formal requests for information since becoming subject to the *Access to Information Act* in 2007. Canada Post closed 98 per cent of its current requests on time in 2014, compared to 99.8 per cent in 2013 and 98 per cent in 2012.

Canada Post proactively discloses information to the public through a variety of sources such as its Annual Report, Corporate Plan, Canada Postal Guide, Social Responsibility Report and website.

Canada Post is committed to meeting all obligations under the Act, while protecting information received from its partners, suppliers and customers. Canada Post operates in increasingly competitive markets in each of its lines of business and does so on a self-sustaining basis. In this context, it is important to balance the requesters' right of access with the protection of commercially sensitive, corporate and third-party information.

Environment

Greenhouse Gas Emissions

Canada Post is committed to environmental protection in its operations and follows leading environmental and ethical business practices.

As a result of a substantial decline in building emissions since 2002, overall carbon emissions from Canada Post's buildings and fleet have declined by 9.8 per cent since 2002.

In 2014, while Canada Post's owned fleet grew by more than seven per cent, emissions rose by 6.2 per cent compared to 2013. During the year, overall carbon emissions from buildings and fleet increased by approximately 3.6 per cent to 157.8 kilotonnes.

GHG emissions by scope (kilotonnes)

Scope 1	2014	2013
Owned fleet	59.6	56.1
Buildings: heating ¹	35.0	30.9
Scope 2		
Buildings: electricity ¹	63.2	65.4
Scope 3 ²		
Domestic air delivery – DC-10 aircraft	45.5	47.4
Domestic air delivery – Other (estimated)	37.6	38.0
International outbound air delivery (estimated) ³	21.5	23.0
RSMC ⁴ (estimated)	46.5	45.4
Subcontracted ground transportation (estimated)	143.5	135.3
Rail	1.7	2.1
Business travel	8.1	7.9
Employee commuting (estimated)	41.3	42.1
Employee conveyance (estimated)	1.8	2.0

1. Covers approximately 80 per cent of the total area (square metres) of our real estate portfolio in 2014. Excludes postmaster-managed buildings and some leased buildings where energy consumption is not reported.

2. Scope 3 categories are estimated based on best available data.

3. 2013 numbers were restated to reflect the impact of U.S. destinations, which were calculated using short haul CO₂ conversion factors.

4. Rural and Suburban Mail Carriers.

Continued progress in GHG reduction

Short term. From 2002 to 2014, Canada Post reduced fleet and building emissions by 9.8 per cent (1.2 per cent increase, including vehicles operated by Rural and Suburban Mail Carriers), compared to a target of 14 per cent.

Greenhouse gas (GHG) emissions compared to our 2002 baseline (kilotonnes)

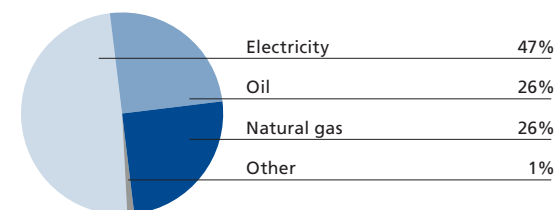
	2014	2002	Change
Fleet	59.6	54.5	9.3%
Buildings	98.2	120.4	-18.4%
Total	157.8	174.9	-9.8%
RSMC	46.5	26.9	72.7%
Total with RSMC	204.3	201.8	1.2%

Long term. Canada Post's target is to reduce the emissions from its fleet and buildings and the two DC-10 aircraft operated by Purolator Holdings Ltd., a Canada Post subsidiary, by 20 per cent. The Corporation reduced emissions from these sources by 2.2 per cent from 2008 to 2014.

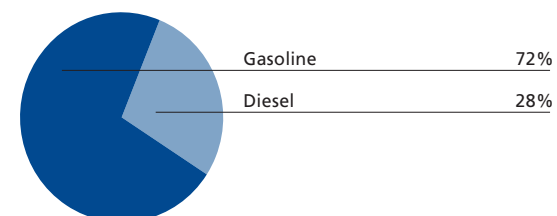
GHG emissions compared to our 2008 baseline (kilotonnes)

	2014	2008	Change
Fleet	59.6	58.9	1.2%
Buildings	98.2	101.0	-2.7%
Total	157.8	159.9	-1.3%
DC-10 aircraft	45.5	48.0	-5.2%
Total with DC-10 aircraft	203.3	207.9	-2.2%

2014 emissions from buildings by energy source



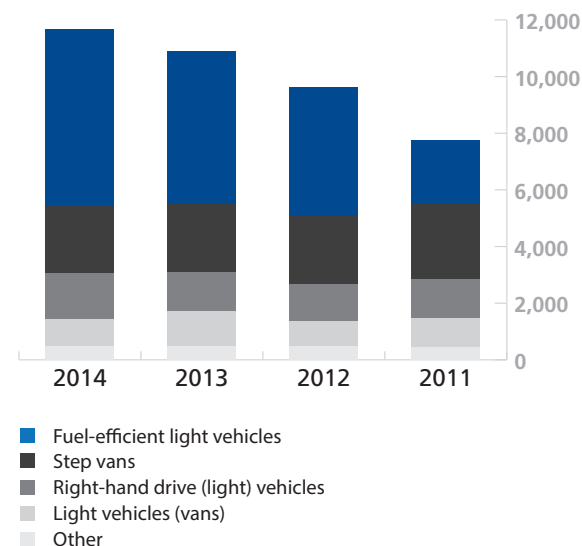
2014 emissions from owned vehicles by fuel type



Fleet

As a result of Canada Post's fleet modernization program, fuel-efficient vehicles now make up more than half of the vehicles on the road. In 2014, the Corporation added more than 800 new fuel-efficient Ford Transit Connect™ vehicles and removed approximately 50 older vans, step vans and right-hand drive vehicles. The fleet consists of nearly 12,000 vehicles.

Fleet composition by vehicle type

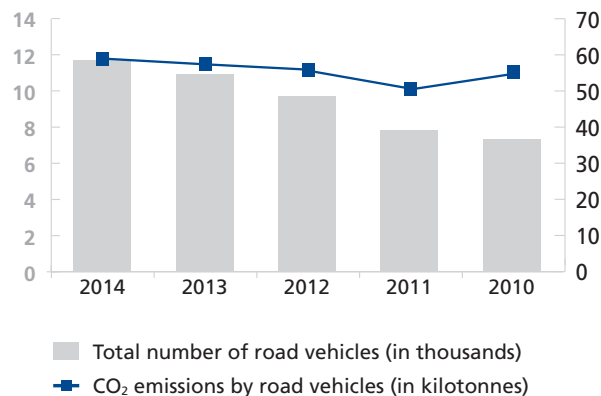


Canada Post's fleet has increased in line with the Corporation's new delivery model. Motorization allows delivery agents to perform several functions in the same area, such as collecting mail from street letter boxes and shipments from post offices and customers.

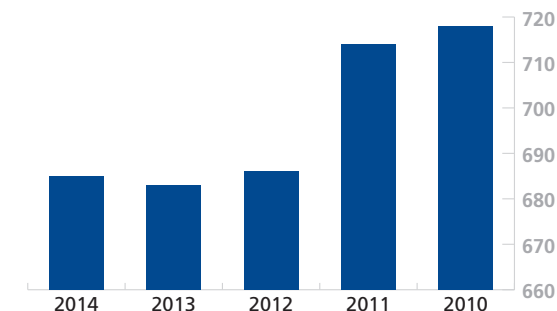
While modernization has increased fleet size by approximately 60 per cent since 2010, fuel consumption and greenhouse gas emissions has risen by 11.5 and 10.5 per cent, respectively.

Transit Connect is a trademark of Ford Motor Company.

Variations in number of vehicles and CO₂ emissions



CO₂ emissions per kilometre travelled (grams)



Increased use of new fuel-efficient vehicles has reduced CO₂ emissions per kilometre travelled from approximately 718 grams in 2010 to 686 grams in 2014.

Fleet performance (fleet owned by Canada Post, excluding RSMC vehicles)

	2014	2013	2012	2011	2010
Litres of fuel (in millions)	24.3	22.9	21.9	21.0	21.8
Number of kilometres travelled (in millions)	86.9	79.7	78.7	72.0 ¹	75.1
CO ₂ emissions by road vehicles (in kilotonnes)	59.6	56.1	54.0	51.5	53.9
Total number of road vehicles (in thousands)	11.7	10.9	9.7	7.8	7.3

1. This lower number is partly related to a labour disruption.

Types of vehicles

	Litres of fuel per 100 km	Number of vehicles				
		2014	2013	2012	2011	2010
Cars – SUV hybrid	12	42	42	46	44	35
Fuel-efficient light vehicles	19	6,191	5,384	4,522	2,280	1,177
Light vehicles (vans)	27	920	1,213	903	1,030	1,153
Right-hand drive (light) vehicles	29	1,627	1,378	1,301	1,388	1,897
Step vans	33	2,423	2,425	2,445	2,624	2,667
Medium trucks	43	354	344	321	305	287
Tractors	49	27	27	26	26	24
Shunts – Yard tractors	94	13	13	13	13	13
Trailers	0	100	100	100	94	94

Real Estate

A member of the Canada Green Building Council, Canada Post brings recognized environmental standards to its new buildings.

Nineteen Canada Post buildings have now been certified under the requirements of the Leadership in Energy and Environmental Design (LEED™) program. The green building certification program recognizes best-in-class building strategies and practices.

In 2014, 10 projects were certified across a mix of depots, delivery centres, mail processing plants and retail locations.

LEED buildings

	2014	2013	2012
Total number of LEED registered building projects	32	31	28
Total number of LEED certified building projects	19	9	6

Real estate energy performance¹

	2014	2013	2012
Electricity (gigajoules [GJ])	1,054,394	1,077,894	1,042,661
Natural gas (GJ)	704,559	622,075	568,502
Oil (GJ)	36,955	36,062	37,884
Square metres	1,391,055	1,325,405	1,408,142
GJ per square metre	1.29	1.31	1.19

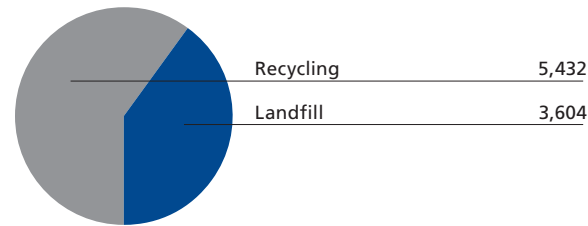
1. Covers approximately 80 per cent of the total area (square metres) of our real estate portfolio in 2014. Excludes postmaster-managed buildings and some leased buildings where energy consumption is not reported.

LEED is a trademark of U.S. Green Building Council.

Landfill Waste Diversion

In 2014, Canada Post diverted 60 per cent of potential waste from landfills. During the year, the Corporation moved to a single facility management company across all sites. This sets a new baseline for diversion rates and ensures a consistent measurement and reporting approach. Comparisons against the new baseline will be provided in future years.

Recycling summary (metric tonnes)

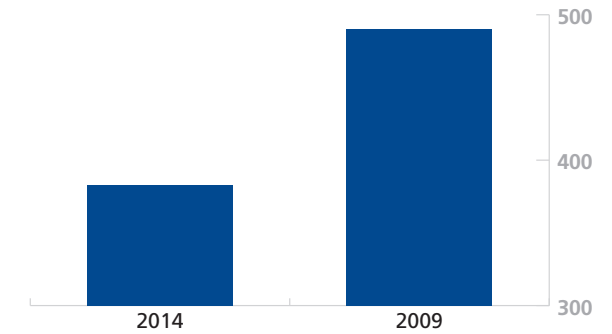


Data shown is for sites reporting both landfill and recycled volumes. All measures are in metric tonnes, as reported by the facility management company.

Paper Consumption

In 2009, Canada Post launched its Next Generation Print Initiative. At that point Canada Post was consuming 490 metric tonnes of office paper. In 2014, that figure was 383 metric tonnes, a drop of 22%.

Office paper consumption (metric tonnes)



Global Reporting Initiative Listing

Our Social Responsibility (SR) Report was developed with reference to the Global Reporting Initiative (GRI) G3.1 Guidelines. The table below shows the GRI indicators covered in the SR Report, our Annual Report (AR) and other sources.

The GRI has developed the world's most widely used sustainability and SR reporting framework, which sets out the principles and indicators that organizations can use to measure and report their economic, environmental and social performance. To find out more about the GRI, visit www.globalreporting.org.

Standard Disclosures Part I: Profile Disclosures

1. Strategy and Analysis				
Profile disclosure	Description	Reference	Extent of reporting	
1.1	President's message.	AR pp. 4-5	Full	
1.2	Description of key impacts, risks and opportunities.	AR pp. 62-66	Full	
2. Organizational Profile				
Profile disclosure	Description	Reference	Extent of reporting	
2.1	Name of the organization.	AR p. 1	Full	
2.2	Primary brands, products, and/or services.	AR pp. 44-48	Full	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	AR pp. 44-48	Full	
2.4	Location of organization's headquarters.	AR p. 105	Full	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report. Response: Canada Post Corporation's major operations and those specifically relevant to this report are based in Canada.		Full	
2.6	Nature of ownership and legal form.	AR p. 105	Full	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	AR pp. 11-19, 44-48, 76-78	Partial	
2.8	Scale of the reporting organization.	AR pp. 38-42, 44-48	Full	
2.9	Significant changes during the reporting period regarding size, structure or ownership. Response: There were no significant changes during the reporting period concerning size, structure or ownership.		Full	

3. Report Parameters

Profile disclosure	Description	Reference	Extent of reporting
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	SR p. 1	Full
3.2	Date of most recent previous report (if any).	SR p. 1	Partial
3.3	Reporting cycle (annual, biennial, etc.).	SR p. 1	Full
3.4	Contact point for questions regarding the report or its contents.	SR Contents	Full
3.5	Process for defining report content.	SR p. 1	Partial
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	SR p. 1	Full
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	SR p. 1	Partial
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	SR p. 1	Partial
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	SR p. 1	Partial
3.12	Table identifying the location of the Standard Disclosures in the report.	SR pp. 12-17	Full

4. Governance, Commitments and Engagement

Profile disclosure	Description	Reference	Extent of reporting
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. Response: See Corporate Governance at www.canadapost.ca/web/en/pages/aboutus/details.page?article=corp_governance	See response	Full
4.2	Indicate whether the Chair of the highest governance body is also an executive officer. Response: The positions of Chairman of the Board of Directors and Chief Executive Officer are separate.	See response	Full
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members. Response: See Corporate Governance at www.canadapost.ca/web/en/pages/aboutus/details.page?article=corp_governance	See response	Full
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. Response: The Annual Public Meeting is the communication mechanism for employees. The single shareholder, the Government of Canada, provides direction to Canada Post through the Corporate Plan approval process as well as less formal meetings and channels.	See response	Full

4. Governance, Commitments and Engagement (continued)

	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).		
4.5	Response: SR factors are embedded in the development of objectives and compensation plans for senior managers. In addition, oversight of SR factors is also part of the Board's governance mandate.	See response	Full
	Processes in place for the highest governance body to ensure conflicts of interest are avoided.		
4.6	Response: The Board of Directors has adopted a code of conduct for its members including an annual declaration by all directors of the entities in which they hold an interest. Additionally, the Corporation has created a whistleblowing mechanism that is managed by an independent third party to allow employees and suppliers to report any wrongdoing to the Corporation without fear of reprisal.	See response	Full
	Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.		
4.7	Response: The Board of Directors has adopted a profile for the selection of directors that has been communicated to the Government of Canada. The Board provides recommendations to the Government of Canada on the qualifications and experience required to replace an outgoing director. The Government of Canada appoints directors.	See response	Full
	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.		
4.8	Response: See Vision, Values and Leadership Behaviours at www.canadapost.ca/web/en/pages/aboutus/details.page?article=visionvalues	See response	Partial
	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.		
4.9	Response: See Corporate Governance at www.canadapost.ca/web/en/pages/aboutus/details.page?article=corp_governance	See response	Full
	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		
4.10	Response: The Board of Directors conducts an annual self-assessment through the completion of a survey. The results are reported to the Board, and action plans are put in place to address any issues affecting the Board's performance.	See response	Full
	Explanation of whether and how the precautionary approach or principle is addressed by the organization.		
4.11	Response: The Corporation presents an enterprise risk management framework to the Board of Directors as part of the business planning process for the development of the Corporate Plan.	See response	Partial

Economic and Environmental			
Performance indicator	Description	Reference	Extent of reporting
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	AR pp. 27, 36-142, SR p. 1, SR p. 6	Full
EN1	Materials used by weight or volume.	SR p. 9	Partial
EN3	Direct energy consumption by primary energy source.	SR p. 9	Full
EN4	Indirect energy consumption by primary source.	SR p. 9	Full
EN5	Energy saved due to conservation and efficiency improvements.	SR pp. 9, 11	Partial
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	SR p. 9	Partial
EN16	Total direct and indirect greenhouse gas emissions by weight.	SR p. 9	Full
EN17	Other relevant indirect greenhouse gas emissions by weight.	SR p. 9	Full
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	SR p. 9	Full
EN19	Emissions of ozone-depleting substances by weight.	SR p. 9	Partial
EN22	Total weight of waste by type and disposal method.	SR p. 11	Partial
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	SR pp. 9-11	Partial
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. Response: In 2014, Canada Post did not receive any material fines or sanctions relating to environmental performance.	See response	Full
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	SR p. 10	Partial
Social: Labor Practices and Decent Work			
Performance indicator	Description	Reference	Extent of reporting
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	AR pp. 55-58, SR p. 4	Partial
LA4	Percentage of employees covered by collective bargaining agreements.	AR p. 63	Full
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. Response: Approximately 95 per cent 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).	See response	Full
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	SR p. 3	Partial
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	SR p. 4	Partial

Social Performance: Human Rights

Performance indicator	Description	Reference	Extent of reporting
HR4	Total number of incidents of discrimination and corrective actions taken.	SR p. 4	Partial
HR5	<p>Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.</p> <p>Response: Canada Post operates solely within Canada, and approximately 95 per cent of employees are covered by collective agreements. No significant supplier was identified in which the right to exercise freedom of association and collective bargaining were at significant risk.</p>	See response	Full
HR6	<p>Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.</p> <p>Response: Canada Post operates solely within Canada and deems that there is no risk for incidents of child labour. No significant supplier was identified as having significant risk for incidents of child labour. Canada Post has issued guidelines that require suppliers to comply with and uphold all applicable international standards and applicable domestic laws related to human and labour rights, including all applicable child labour laws. The guidelines are available at www.canadapost.ca/cpo/mc/assets/pdf/aboutus/sr_guidelines_en.pdf</p>	See response	Full
HR7	<p>Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.</p> <p>Response: Canada Post operates solely within Canada and deems that there is no risk for incidents of forced or compulsory labour. No significant supplier was identified as having significant risk for incidents of forced or compulsory labour. Canada Post has issued guidelines that require suppliers to comply with and uphold all applicable international standards and applicable domestic laws related to human and labour rights. The guidelines are available at www.canadapost.ca/cpo/mc/assets/pdf/aboutus/sr_guidelines_en.pdf</p>	See response	Full

Social Performance: Society

Performance indicator	Description	Reference	Extent of reporting
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	AR pp. 32-35	Partial
SO6	<p>Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.</p> <p>Response: Canada Post is a federal Crown corporation and does not make financial or in-kind contributions to political parties or politicians.</p>	See response	Full
SO7	<p>Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.</p> <p>Response: In 2014, Canada Post did not have any legal actions taken against it relating to business practices.</p>	See response	Full
SO8	<p>Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.</p> <p>Response: In 2014, Canada Post did not receive any material fines or material sanctions relating to non-compliance with laws and regulations.</p>	See response	Full

Social Performance: Product Responsibility

Performance indicator	Description	Reference	Extent of reporting
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	AR pp. 53-54	Partial
PR6	<p>Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.</p> <p>Response: Canada Post is a member of the Canadian Marketing Association (CMA) and abides by the CMA's compulsory Code of Ethics and Standards of Practice – www.the-cma.org/regulatory/code-of-ethics</p>	See response	Partial
PR7	<p>Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.</p> <p>Response: In 2014, Canada Post did not have any incidents of material non-compliance related to marketing activities.</p>	See response	Full
PR9	<p>Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.</p> <p>Response: In 2014, Canada Post did not have any incidents of material non-compliance related to products and services.</p>	See response	Full