

2015

SOCIAL RESPONSIBILITY REPORT



Contents

- 1 Introduction
 - 1 About this report
- 2 Social**
 - 3 Health and Safety
 - 3 Operational safety
 - 3 Road safety
 - 3 Absenteeism
 - 4 Diversity
 - 4 Human Rights
 - 5 Employee Relations
 - 5 Grievances
 - 6 Giving Back to Our Communities
 - 6 Canada Post Community Foundation for Children
 - 6 Santa Letter-writing Program
 - 7 You and Canada Post
 - 7 Security of the mail
 - 7 Privacy
 - 7 Official languages
 - 7 Access to information
- 8 Environment**
 - 9 Greenhouse Gas Emissions
 - 9 Continued progress in GHG reduction
 - 10 Fleet
 - 11 Real Estate
 - 11 Landfill Waste Diversion
 - 11 Paper Consumption
- 12 Global Reporting Initiative Listing**



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

or write to us at
CORPORATE SOCIAL RESPONSIBILITY
CANADA POST
2701 RIVERSIDE DR SUITE N0940E
OTTAWA ON K1A 0B1

Canada Post Smartmail Marketing, Smartmail Marketing, FlexDelivery and Lettermail are trademarks of Canada Post Corporation.

Introduction

The postal needs of Canadians are changing. We are changing to meet them. As the growth of digital communication continues to reduce the use of paper-based mail, Canada Post is reinventing the postal system.

Our role in the digital economy has placed us at the centre of e-commerce. We are Canada's leading parcel delivery company. And we are a leader in more than just delivery, helping e-commerce entrepreneurs grow and compete, and creating innovations like FlexDelivery™ that give busy Canadians more convenience.

We are focused on growing Parcels revenue and strengthening our rebranded Canada Post Smartmail Marketing™ business while addressing the serious challenge posed by declining mail volumes. We are setting a transformational path to ensure we sustain the 253-year-old postal system for the next generation of Canadians.

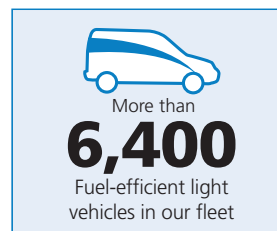
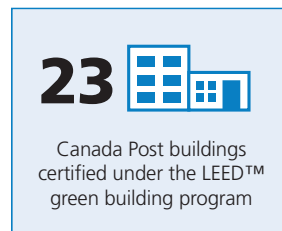
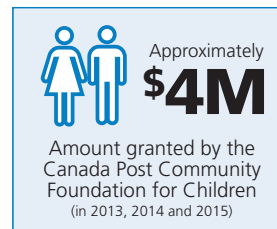
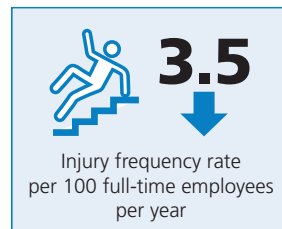
Throughout the transformation, Canada Post remains committed to social responsibility. This is evident in several highlights:

- In 2015, we reduced lost-time injury frequency by 17 per cent. We have reduced this key measure by more than 44 per cent over the past four years.
- In 2015, we contracted our main air network to a new supplier with more fuel-efficient aircraft and transferred some shipments to less intensive ground networks. This helped significantly reduce carbon emissions attributed to domestic air delivery in 2015.
- Also in 2015, we added more than 180 Ford Transit Connect™ fuel-efficient vehicles. Fuel-efficient vehicles now make up more than half of our fleet.
- Four more major building projects were certified under the LEED™ green building program.
- Over the past three years, the Canada Post Community Foundation for Children granted approximately \$4 million to help deliver a brighter future for children and youth in Canada.

- In 2015, Canada Post employees and retirees volunteered more than 250,000 hours to reply to more than 1.5 million letters that children wrote to Santa as part of the Santa Letter-writing Program.

We continually review programs to ensure they support our employees' health and well-being, the communities we serve and the environment.

2015 highlights

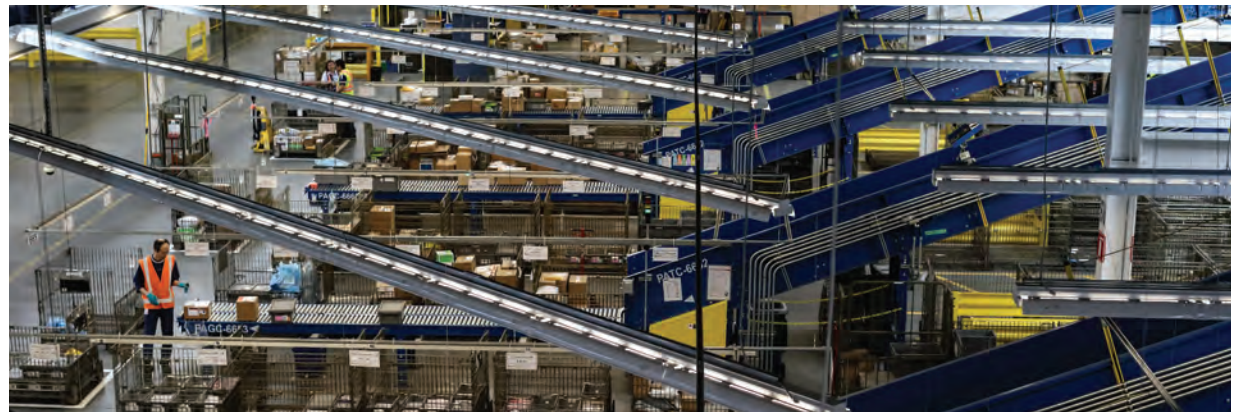


LEED is a trademark of U.S. Green Building Council.

About this report

The 2015 Social Responsibility Report is our ninth and the fifth as a complement to our Annual Report. It should be read in conjunction with the 2015 Annual Report to provide a comprehensive picture of the Corporation's economic, social and environmental performance.

The Social Responsibility Report assesses key performance measures as set out by the Global Reporting Initiative (GRI), which promotes sustainable development. In 2015, we have converted our reporting to conform to GRI's G4 reporting protocol (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 previously contracted by the Canada Post Group of Companies.



SOCIAL

Health and Safety

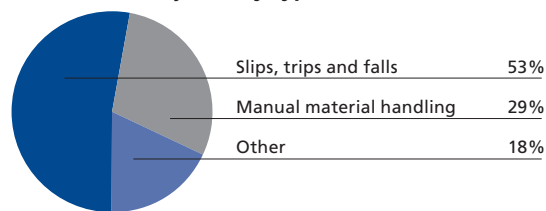
Operational safety

Canada Post places top priority on the health and safety of its employees. We reduced lost-time injury frequency by 17 per cent in 2015 and have reduced this key measure by more than 44 per cent over the last four years. We achieved this through better communication between frontline managers and employees to identify hazards and make smart decisions together.

Initiatives in 2015:

- Improved our driver safety training programs by integrating defensive driving techniques into basic driver-safety training.
- Continued to promote the annual awareness campaign to reduce the most common workplace injuries – slips, trips and falls.
- Integrated safety principles and techniques into engineering, technical and change management activities.
- Developed a new system to close gaps in safety training.

2015 lost-time injuries by type



Lost-time injuries

	2015	2014	2013
Injuries	1,537	1,871	2,021
Injury frequency rate ¹	3.5	4.2	4.4

1. Per 100 full-time equivalent employees.

Fatalities

	2015	2014	2013
Canada Post employees	0	0	0
RSMC ¹ helpers, ergonomic assistants and replacements	0	0	0

1. Rural and Suburban Mail Carriers.

Road safety

Route motorization has significantly changed the role of Canada Post's delivery agents and the number of employees driving vehicles over the last five years. While vehicle-collision frequency rose in 2015, nearly 40 per cent of reported incidents were parking-related. Canada Post continues to adapt driver safety training programs. In 2015, a defensive driving component was added to the Basic Driver Training Program provided to all new drivers. Our vehicle-collision reduction plan also emphasizes the role of supervisors in promoting safe driving techniques.

Motor vehicle collisions (owned fleet)

	2015	2014	2013
Collisions	2,023	1,405	1,437
Collision frequency rate ¹	2.2	1.6	1.8

1. Per 100,000 km driven

Absenteeism

Canada Post strives to create a workplace culture that supports the health and well-being of its employees. We need to have a reliable and productive workforce and our most experienced employees to meet our customer service commitments consistently. The absence rate, Canada Post's measure for reporting absenteeism, fell by 4.2 per cent in 2015.

We are focusing more on prevention and early access to treatment. Our disability management providers work with employees to ensure they are under appropriate medical care. They assist employees in navigating the health-care system when necessary and identify when and how employees can return to work, either to full or modified duties. Our disability management programs at Canada Post emphasize prompt notification of employee absences, early assessment and safe sustainable return to work planning.

Absenteeism – as a percentage of usual hours of work

	2015	2014 ¹	2013
	6.8%	7.1%	6.7%

Reasons for absence

	2015	2014 ¹	2013
Short-term disability and urgent personal days	79.4%	77.3%	76.8%
Injury on duty	13.6%	14.5%	15.6%
Other ²	7.0%	8.2%	7.6%

1. Numbers have been restated to conform to previous years' methodology.

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

Diversity

Canada Post promotes a diverse and inclusive workplace open to women, members of visible minorities, Aboriginal peoples and persons with disabilities. By recognizing the diversity of the Canadian labour market and the communities it serves, Canada Post can better respond to the needs of its customers and employees.

In 2015, Canada Post updated its Employment Equity Plan to help attract, develop and retain a more inclusive workforce and to ensure it meets the legislated requirements set out in the *Employment Equity Act*.

The proportion of visible minorities employed by Canada Post exceeded the Canadian Labour Market Availability (CLMA) rate for the first time in 2015. And once again, Canada Post employed a higher number of women within the overall workforce than was reflected in the CLMA rate.

Canada Post recognizes the positive relationship between gender diversity and corporate performance. Women hold almost 30 per cent of senior management roles in the Corporation and the Board of Directors has a female membership of 30 per cent, including the Chairperson. The Board focused on growing this number as it works with its single shareholder, the Government of Canada, to identify highly qualified female candidates for any vacant positions.

The Board regularly reviews the Corporation's Equality in Employment policy to ensure the highest standards in this area are met.

Overall workforce	2015	2014	2013	CLMA ¹
Women	50.1%	50.4%	50.7%	49.4%
Aboriginal peoples	2.3%	2.3%	2.3%	3.5%
Persons with disabilities	3.2%	3.4%	3.8%	7.7%
Visible minorities	16.2%	15.4%	14.5%	15.8%

Senior management	2015	2014	2013	CLMA ¹
Women	28.4%	25.6%	27.7%	27.4%
Aboriginal peoples	1.2%	1.2%	1.1%	2.9%
Persons with disabilities ²	2.5%	2.4%	–	4.3%
Visible minorities	6.2%	7.0%	9.6%	10.1%

1. Based on Government of Canada Census data, 2011.
2. Due to changes in 2011 census source data, comparative information was not available for 2013.

Human Rights

Canada Post is committed to creating a culture of fairness and respect and continuing to comply with the *Canadian Human Rights Act*. The Corporation addresses human rights and harassment complaints from employees and those brought to the Corporation's attention by the Canadian Human Rights Commission (CHRC). The Human Rights team determines appropriate measures to resolve and prevent incidents.

Canada Post met with the new Commissioner of the CHRC in 2015 to discuss improvements to transparency and consistency of assessment criteria as well as ways to accelerate the resolution process.

In 2015, we continued to develop and deliver human rights and conflict-resolution training programs to supervisory and operational employees.

Human rights and harassment complaints	2015	2014	2013
Formal human rights complaints	21	20	18
Internal human rights complaints	175	183	210
Pre-emptive human rights complaints ¹	74	78	100
General complaints of harassment	153	209	291

1. Pre-emptive complaints are received by the Human Rights Commissioner but deferred to Canada Post's internal resolution processes.



Employee Relations

Canada Post employees play a vital role in delivering a positive customer experience to Canadian consumers and retailers alike. As we transform our business to meet Canadians' growing demand for parcel delivery and declining use of mail, training is a vital component of our human resources effort.

In 2015, we enhanced our focus on leadership development, completed the rollout of our digital learning platform and extended our customer/employee experience initiative.

During the year, we delivered our Lead 3.0 executive development training program to 90 senior leaders across the country. The program includes business strategy discussions with executives, leadership training and a team-based project that develops innovative solutions to Canada Post business issues.

Our new Success Factors learning management system is now available to 24,000 front-line employees at all 21 plants and 61 of the largest delivery facilities across the Corporation. The digital learning platform has resulted in higher quality training for our employees, greater reach, reduced costs and better access to more learning through a cloud-based application. In 2015, employees were provided more than 100,000 hours of digital training, twice the level provided in 2014.

All employees at every depot were provided with front-line visits and training in 2015 to prepare them for the reframing of our Direct Marketing business with the introduction of Smartmail Marketing™. It drives smarter, action-oriented marketing by combining the power of physicality, data and connectivity.



Grievances

In 2015, the number of grievances filed by employees fell by three per cent, the sixth consecutive year the number has declined.

Grievances	2015	2014	2013
Filed	13,976	14,410	16,195
Resolved	18,540	22,598	19,243

Giving Back to Our Communities



Canada Post Community Foundation for Children

Putting hope in children's lives guides Canada Post in its community investment endeavours. The Canada Post Community Foundation for Children delivers a brighter future for children and youth in Canada by supporting registered charities, school programs and local initiatives.

The Foundation granted approximately \$4 million to more than 320 community projects in 2013, 2014 and 2015 to support a wide range of programs. In 2015, the Foundation granted almost \$1.2 million in vital support to 106 community organizations across Canada. The Foundation intends to grant an additional \$1.2 million in 2016.

The Foundation contributes to build libraries, create sports and breakfast programs, and ensure children have access to crisis lines, anti-bullying and mental health initiatives, special needs clinics and life-skills training.

The money has helped promote physical activity and play for kids of all abilities and helped at-risk youth gain a better understanding of how education is vital to their future.

Santa Letter-writing Program

The community spirit of Canada Post employees and retirees is especially evident when they don their elves' caps and help Canada Post deliver its signature community campaign – the Santa Letter-writing Program.

The campaign is a holiday tradition, bringing a little Christmas magic to children across the country and around the world for almost 35 years now. In the last five years, the program has sent a reply to approximately seven million people who wrote to Santa.

In 2015, Santa's postal elves volunteered more than 250,000 hours to reply to more than 1.5 million letters.



You and Canada Post

Security of the mail

Canada Post's Security and Investigation Services team deploys investigative and preventive strategies to protect the security of customers' physical and digital mail.

In 2015, the team established a Canada Post Group of Companies security agreement to collaborate on issues affecting key customers. The team also hosted a fraud-prevention forum to reduce risk for customers vulnerable to online credit card fraud. During 2015, our top 25 e-commerce customers made 29 per cent fewer claims for undelivered mail. Incidents of credit card fraud associated with our Ship-in-a-Click application dropped by 19 per cent compared to 2014.

During the year, the Security and Investigation Services team

- launched a pilot address security program with five commercial customers;
- continued to focus on security of our street furniture (such as street letter boxes, relay boxes, community mailboxes and group mailboxes);
- facilitated 2,300 security-compliance audits.

Privacy

Canada Post is fully committed to protecting the privacy of customers and suppliers through strict adherence to the *Privacy Act*. We continued our efforts to ensure compliance with Canada's anti-spam legislation.

Canada Post held its second annual Privacy, Access to Information and Information Management Conference in September of 2015 to raise the level of awareness and expertise of key internal partners and stakeholders.

In 2015, the privacy team provided strategic advice on key projects and areas of business such as FlexDelivery, the Drive-thru Parcel Centre, data products and address security.

Official languages

Canada Post maintains excellent customer service in both official languages in compliance with the *Official Languages Act*. In 2015, for the second consecutive year, the number of complaints from the Office of the Commissioner of Official Languages remained considerably lower than it was before 2014.

This continuous improvement can be attributed to internal awareness activities and the official languages e-learning course, which was recognized as one of the top 10 best practices by Treasury Board and the Official Languages Champions Network.

Canada Post is committed to ensuring that Anglophone and Francophone Canadians have equal employment and career advancement opportunities within the Corporation.

Official language complaints

2015	2014	2013 ¹
25	26	38

1. Adjusted to reflect actual occurrences during the period.



Access to information

Canada Post is committed to meeting all obligations under the *Access to Information Act*. The Corporation proactively discloses information to the public through the Annual Report, Corporate Plan Summary, Canada Postal Guide, Corporate Social Responsibility Report and the website.

In 2015, the Corporation was evaluated by the Information Commissioner of Canada and received an "A" in meeting its obligations. During the year, we closed 100 per cent of our current requests on time, against a target of 95 per cent.

Canada Post operates in increasingly competitive markets in each of its lines of business and protects information received from its partners, suppliers and customers. 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

Emissions from domestic air delivery were significantly reduced in 2015 as we contracted our main air network to a new supplier with more fuel-efficient aircraft. The arrangement with Cargojet Inc. brings new efficiencies that cut distances flown in the first year of the contract and helped reduce carbon emissions attributed to domestic air delivery by 4.2 per cent.

In 2015, carbon emissions from Canada Post buildings and fleet fell by approximately 3.4 per cent. They have declined by 12.9 per cent since 2002 because of a substantial decline in building emissions. Our fleet modernization program has also contributed. While the size of our fleet has grown, emissions have risen at a slower rate because of the addition of new fuel-efficient vehicles. In 2015, our fleet grew by 8.4 per cent, while emissions grew by just four per cent.

GHG emissions by scope (kilotonnes of CO₂ equivalents)

Scope 1	2015	2014
Owned fleet	62.0	59.6
Buildings, heating ¹	29.1	35.0
Scope 2		
Buildings: electricity ¹	61.2	63.2
Scope 3 ²		
Domestic air delivery ³	113.1	118.1 ⁵
International outbound air delivery	20.6	21.5
RSMC ⁴	44.9	46.5
Subcontracted ground transportation	151.0	143.5
Rail	1.9	1.7
Business travel	8.4	8.1
Employee commuting	40.5	41.3
Employee conveyance	1.6	1.8

1. Covers approximately 80 per cent of the total area (square metres) of our real estate portfolio in 2015. 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. Includes DC-10 aircraft whose use was discontinued by the Canada Post Group of Companies and Cargojet Inc. which has been contracted to provide air cargo network services for the Group of Companies including Purolator.

4. Rural and Suburban Mail Carriers.

5. Restated to capture all downstream legs of air routes.

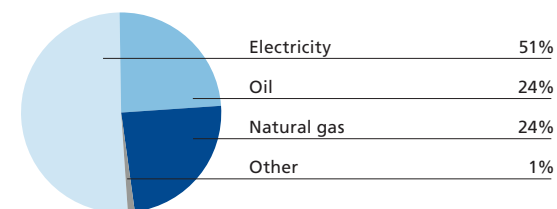
Continued progress in GHG reduction

As we adapt to Canadians' changing postal needs we continue to manage greenhouse gas emissions. The decrease in building emissions as we modernize our facilities outweighs any increase in emissions from our growing delivery fleet. Our fleet has grown by more than 70 per cent since 2010 as we motorize our delivery force, while emissions attributable to that fleet have increased by less than 14 per cent compared to our 2002 baseline.

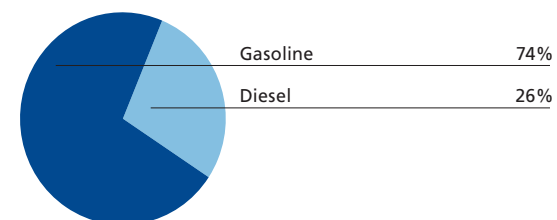
Greenhouse gas (GHG) emissions compared to our 2002 baseline (kilotonnes of CO₂ equivalents)

	2015	2002	Change
Fleet	62.0	54.5	13.8%
Buildings	90.3	120.4	-25.0%
Total	152.3	174.9	-12.9%
RSMC	44.9	26.9	66.9%
Total with RSMC	197.2	201.8	-2.3%

2015 emissions from buildings by energy source



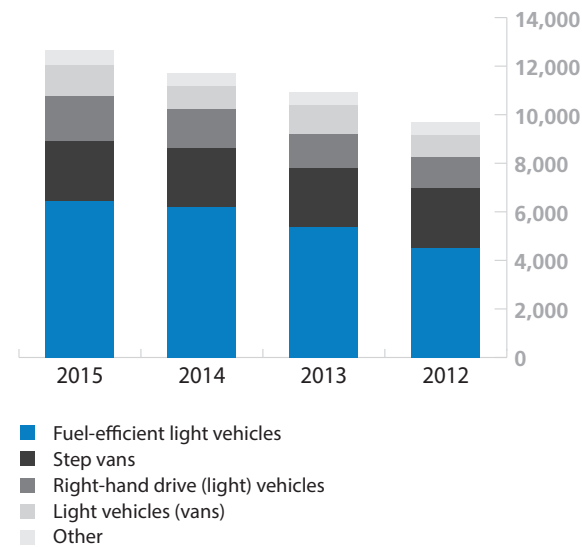
2015 emissions from owned vehicles by fuel type



Fleet

In 2015, we continued replacing delivery vehicles with more fuel-efficient ones, adding more than 180 new Ford Transit Connect vans and more than 330 new Ford Transit™ full size cargo vans. As a result of this fleet modernization program, fuel-efficient vehicles account for more than half of our almost 13,000 vehicles.

Fleet composition by vehicle type

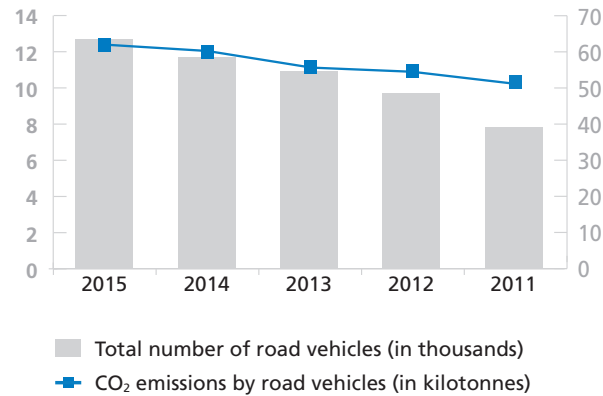


Transit and Transit Connect are trademarks of Ford Motor Company.

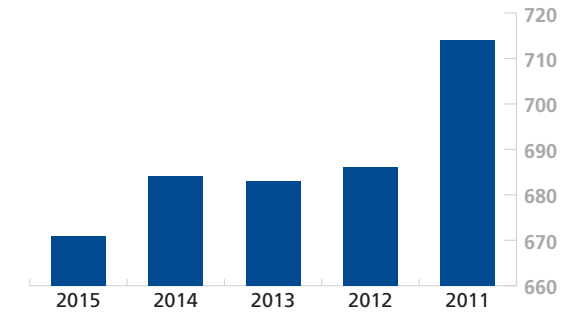
In 2017, the Corporation will begin to introduce the New Light Delivery Vehicle to the fleet (NLDV). The NLDV will include an adaptable cargo handling system capable of handling Lettermail™, parcels, packets and equipment. This new cargo system will support our evolving delivery requirements, while remaining adaptable to emerging energy technologies.

As modernization has increased fleet size by more than 70 per cent since 2010, fuel consumption and greenhouse gas emissions per kilometre have been reduced by 5.8 per cent and 6.5 per cent respectively.

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 718 grams in 2010 to 671 grams in 2015.

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

	2015	2014	2013	2012	2011 ¹
Litres of fuel (in millions)	25.3	24.3	22.9	21.9	21.0
Number of kilometres travelled (in millions)	92.4	86.9	79.7	78.7	72.0
CO ₂ emissions by road vehicles (in kilotonnes)	62.0	59.6	56.1	54.0	51.5
Total number of road vehicles (in thousands)	12.7	11.7	10.9	9.7	7.8

1. Affected by a labour disruption.



Real Estate

Canada Post is a member of the Canada Green Building Council and has committed to register all new major building projects for certification under the Leadership in Energy and Environmental Design (LEED) program. The program recognizes best-in-class building strategies and practices.

To date, 32 building projects have been registered and 23 of those have achieved LEED certification. In 2015, four projects were certified, including Canada Post's newest mail-processing facility – the Pacific Processing Plant in Richmond, B.C. The state-of-the-art facility, our gateway to Asia-Pacific nations, surpassed basic standards to achieve a silver LEED certification.

LEED buildings

	2015	2014	2013
Total number of LEED registered building projects	32	32	31
Total number of LEED certified building projects	23	19	9

Real estate energy performance¹

	2015	2014	2013
Electricity (gigajoules [GJ])	1,037,219	1,054,394	1,077,894
Natural gas (GJ)	586,396	704,559	622,075
Oil (GJ)	244,685	327,757 ²	313,415 ²
Square metres	1,421,683	1,391,055	1,325,405
GJ per square metre	1.31	1.50	1.52

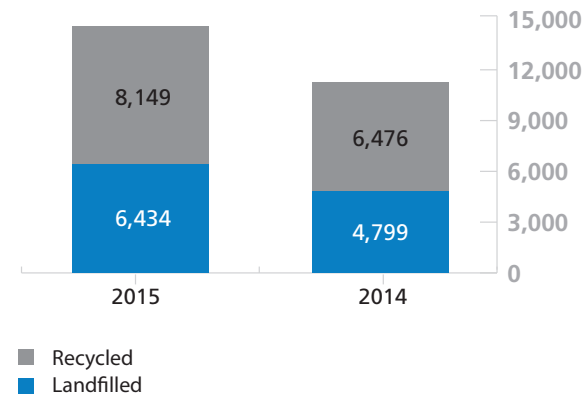
1. Covers approximately 80 per cent of the total area (square metres) of our real estate portfolio in 2015. Excludes postmaster-managed buildings and some leased buildings where energy consumption is not reported.

2. Restated to correctly reflect energy output.

Landfill Waste Diversion

In 2015, Canada Post diverted 56 per cent of potential waste from landfills. This is consistent with the baseline rate established in 2014 when the Corporation moved to a single facility management company.

Recycling summary (metric tonnes)

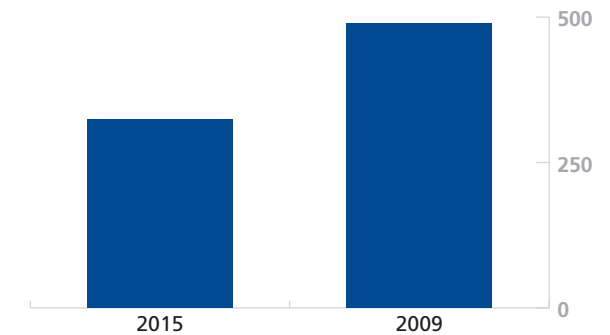


Note: Data shown is for sites where vendors reported landfilled and recycled volumes. The results for 2014 have been restated to capture data for all relevant facilities. Data capture was brought inhouse by the facility management company in 2015. This ensures reporting accuracy and provides a solid baseline for further comparisons.

Paper Consumption

Canada Post has cut paper consumption from 490 metric tonnes in 2009 to 324 metric tonnes in 2015. This 34 per cent reduction – began with the introduction of our Next Generation Print Initiative in 2009. Recycled paper accounted for more than 85 per cent of consumption in 2015.

Office paper consumption (metric tonnes)



Global Reporting Initiative Listing

Our Social Responsibility (SR) Report was developed with reference to the Global Reporting Initiative (GRI) G4 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
G4	G3.1			
G4-1	1.1	President's message.	AR p. 6-7	Partial
G4-2	1.2	Description of key impacts, risks and opportunities.	AR pp. 64-69	Full
2. Organizational Profile				
Profile disclosure	Description		Reference	Extent of reporting
G4	G3.1			
G4-3	2.1	Name of the organization.	AR p. 1	Full
G4-4	2.2	Primary brands, products, and/or services.	AR pp. 47-51	Full
G4-5	2.4	Location of organization's headquarters	AR p. 109	Full
G4-6	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.	Response	Full
G4-7	2.6	Nature of ownership and legal form.	AR p. 109	Full
G4-8	2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	AR pp. 12-23, 47-51, 78-80	Partial
G4-9	2.8	Scale of the reporting organization.	AR pp. 42-46, 47-51	Full
G4-10	LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	AR pp. 57-60, SR p. 4	Partial
G4-11	LA4	Percentage of employees covered by collective bargaining agreements.	AR p. 65	Full
G4-13	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.	Response	Full
G4-14	4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization. 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.	Response	Partial

3. Identified Material Aspects and Boundaries				
Profile disclosure		Description	Reference	Extent of reporting
G4	G3.1			
G4-17	2.3	Operational structure of the organization including main divisions, subsidiaries and joint ventures.	AR pp. 47-51	Full
G4-18	3.5	Process for defining report content.	SR p. 1	Partial
G4-19	NEW	List all material aspects identified in the process for defining report content.	SR p. 1	Partial
G4-20	3.6/7/8	Boundary of the report within the organization. See GRI Boundary Protocol for further guidance. State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	SR p. 1	Full
G4-21	3.6/7/8	Boundary of the report outside the organization. See GRI Boundary Protocol for further guidance. State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	SR p. 1	Full
G4-23	3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	SR p. 1	Partial
4. Report Profile				
Profile disclosure		Description	Reference	Extent of reporting
G4	G3.1			
G4-28	3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	SR p. 1	Full
G4-29	3.2	Date of most recent previous report (if any). Response: The SR Report is published annually with the Annual Report.	Response	Full
G4-30	3.3	Reporting cycle (annual, biennial, etc.). Response: The SR Report is published annually with the Annual Report.	Response	Full
G4-31	3.4	Contact point for questions regarding the report or its contents.	SR Contents	Full
G4-32	3.12	Table identifying the location of the standard disclosures in the report.	SR pp. 12-17	Full
5. Governance				
Profile disclosure		Description	Reference	Extent of reporting
G4	G3.1			
G4-34	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	Response	Full
G4-35	NEW	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees. Response: See Corporate Governance at www.canadapost.ca/web/en/pages/aboutus/details.page?article=corp_governance	Response	Partial
G4-36	NEW	Report whether the organization has appointed an executive-level position with responsibility for economic, environmental and social topics. Response: The Senior Vice-President, Strategy is responsible for preparing the SR Report. Ongoing responsibility for aspects of SR rests with the executives responsible for the relevant business segments.	Response	Full
G4-37	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.	Response	Full
G4-38	4.3	Composition of the highest governance body and its committees with respect to independence, commitments, gender, under-represented groups, stakeholder representation.	AR pp. 32-35	Full

		Indicate whether the Chair of the highest governance body is also an executive officer.		
G4-39	4.2	Response: The positions of Chairperson of the Board of Directors and Chief Executive Officer are separate.	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.		
G4-40	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.	Response	Full
		Processes in place for the highest governance body to ensure conflicts of interest are avoided.		
G4-40	4.6	Response: The Board of Directors 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 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.	Response	Full
G4-42	NEW	Highest governance body's and senior executives' roles in the development, approval and updating of the organization's purpose, value or mission statements, strategies, policies and goals.	AR pp. 34-35	Full
G4-43	NEW	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	AR pp. 34-35	Partial
		Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		
G4-44	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.	Response	Full
		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.		
G4-45	4.9	Response: See Corporate Governance at www.canadapost.ca/web/en/pages/aboutus/details.page?article=corp_governance	Response	Full
G4-46	NEW	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	AR p. 64-66	Full
		Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.		
G4-47	4.9	Response: See Corporate Governance at www.canadapost.ca/web/en/pages/aboutus/details.page?article=corp_governance	Response	Partial
		Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered.		
G4-48	NEW	Response: The SR Report is reviewed and approved by the senior executive Disclosure Committee before release.	Response	Full
		Process for communicating critical concerns to the highest governance body.		
G4-49	4.4	Response: The Annual Public Meeting is the communication mechanism for all stakeholders.	Response	Full
		The nature and total number of critical concerns communicated to the highest governance body and the mechanism(s) used to address and resolve them.		
G4-50	NEW		AR p. 35	Full
		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).		
G4-51	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.	Response	Full
		Report how stakeholders' views are sought and taken into account regarding remuneration.		
G4-53	4.4	Response: The Annual Public Meeting is the communication mechanism for all stakeholders. 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.	Response	Full

6. Ethics and Integrity

Profile disclosure	Description	Reference	Extent of reporting
G4	G3.1		
	Describe the organization's values principles, standards and norms of behavior such as codes of conduct and codes of ethics.		
G4-56	4.8	Response: See Vision, Values and Leadership Behaviours at www.canadapost.ca/web/en/pages/aboutus/details.page?article=visionvalues	Response Full
G4-57	NEW	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity.	AR p. 35 SR pp. 4-5 Full
G4-58	NEW	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior and matters related to organizational integrity.	AR p. 35 SR pp. 4-5 Full

G4 Specific Standard Disclosures

1. Economic and Environmental

Profile disclosure	Description	Reference	Extent of reporting
G4	G3.1		
G4-EC1	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. 30,31, 40-140, SR p. 1, SR p. 6 Full
G4-EN1	EN1	Materials used by weight or volume.	SR p. 9 Partial
G4-EN3	EN3, 4	Direct energy consumption by primary energy source. Indirect energy consumption by primary source.	SR p. 9, 11 Full
G4-EN5	NEW	Energy intensity ratio.	SR p. 11 Full
G4-EN6	EN5, 7	Energy saved due to conservation and efficiency improvements. Initiatives to reduce indirect energy consumption and reductions achieved.	SR p. 9, 11 Partial
G4-EN15	EN16	Total direct and indirect greenhouse gas emissions by weight (scope 1).	SR p. 9 Full
G4-EN16	EN16	Total direct and indirect greenhouse gas emissions by weight (scope 2).	SR p. 9 Full
G4-EN17	EN17	Other relevant indirect greenhouse gas emissions by weight.	SR p. 9 Full
G4-EN19	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	SR p. 9 Full
G4-EN20	EN19	Emissions of ozone-depleting substances by weight.	SR p. 9 Partial
G4-EN23	EN22	Total weight of waste by type and disposal method.	SR p. 11 Partial
G4-EN27	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	SR pp. 9-11 Partial
	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		
G4-EN29	EN28	Response: In 2015, Canada Post did not receive any material fines or sanctions related to environmental performance	Response Full
G4-EN30	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
	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.		
G4-EN34	NEW	Response: None were received or processed.	Response Full

2. Labour Practices and Decent Work

Profile disclosure	Description	Reference	Extent of reporting
G4	G3.1		
	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.		
G4-LA4	LA5		
	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).	Response	Full
G4-LA6	LA7	SR p. 3	Partial
G4-LA12	LA13	SR p. 4	Partial
	Percentage of new suppliers that were screened using labour practices criteria.		
G4-LA14	NEW		
	Response: Canada Post 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	Response	Full

3. Human Rights

Profile disclosure	Description	Reference	Extent of reporting
G4	G3.1		
G4-HR2	HR3	SR p. 4	Partial
G4-HR3	HR4	SR p. 4	Partial
	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.		
G4-HR4	HR5		
	Response: Canada Post operations are conducted 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.	Response	Full
	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 labour.		
G4-HR5	HR6		
	Response: Canada Post operations are conducted 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 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 .	Response	Full
	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.		
G4-HR6	HR7		
	Response: Canada Post operations are conducted 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 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	Response	Full
	Percentage of new suppliers that were screened using human rights criteria.		

G4-HR10	HR2	Response: Canada Post 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	Response	Partial
G4-HR12	HR11	Number of grievances about human rights impacts filed, addressed and resolved through formal grievance mechanisms.	SR p. 4	Partial
4. Society				
Profile disclosure	Description		Reference	Extent of reporting
G4	G3.1			
G4-SO1	SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	AR pp. 34-39	Partial
G4-SO6	SO6	Response: Canada Post is a federal Crown corporation that does not make financial or in-kind contributions to political parties or politicians.	Response	Full
G4-SO7	SO7	Response: In 2015, Canada Post did not have any legal actions taken against it related to business practices.	Response	Full
G4-SO8	SO8	Response: In 2015, Canada Post did not receive any material fines or material sanctions related to non-compliance with laws and regulations.	Response	Full
G4-SO9	NEW	Response: Canada Post 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	Response	Full
5. Product responsibility				
Profile disclosure	Description		Reference	Extent of reporting
G4	G3.1			
G4-PR7	PR7	Response: In 2015, Canada Post did not have any incidents of material non-compliance related to marketing activities.	Response	Full
G4-SO9	PR9	Response: In 2015, Canada Post did not have any incidents of material non-compliance related to products and services.	Response	Full