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JAN 17 2012

MR. DENIS LEMELIN  
NATIONAL PRESIDENT  
CANADIAN UNION OF POSTAL WORKERS  
377 BANK ST  
OTTAWA ON K2P 1Y3

Dear Mr. Lemelin:

I am replying to your letter of December 15, 2011, to Mr. Deepak Chopra, President and Chief Executive Officer, which references the delivery of pension and other social assistance cheques and safety of live animals in the event of a possible work disruption involving Rural and Suburban Mail Carriers (RSMCs).

Our focus is on achieving a new collective agreement with the RSMC employees represented by the CUPW, a collective agreement that is fair for our employees and allows rural Canadians to continue to receive all of their mail.

As you know, the experiences this past year have been troublesome for our customers and our people, and it is reflected in the volumes we deliver. Advance notice of a potential future disruption in our services may only lead to further erosion of our products. As the parties continue to meet at the bargaining table, the focus should be on reaching consensus on the issues at the table and not on preparing contingency plans for a work stoppage.

I urge you to consider what is best for our customers, our people, and our service.

Yours sincerely,



Jacques Côté

c.c. Mr. Deepak Chopra  
c.c. Mr. Mark MacDonell