

To all corporate and dealer post offices

As we continue to monitor the rapidly changing situation regarding COVID-19, we are taking action through a number of activities designed to protect your health and safety and the safety of our customers, while maintaining mail service to all Canadians.

We are in the process of securing a bulk order of hand sanitizer, disinfectant wipes and nitrile gloves, and will distribute supplies to all post offices upon receipt. Some offices were able to source these products locally, and we would encourage you to continue to do so if possible. If you don't have hand sanitizer and are unable to find any locally, please take the time to wash your hands as often as possible throughout the day. Health experts agree that hand washing is the single most effective method of preventing the spread of the virus.

Parcel delivery and Carding: To minimize customer contact we have revised our safe drop process for our Retail clerks and our delivery agents by removing the requirement to capture signatures for most deliveries to the door and for carded items. We have also extended the return to sender (RTS) period to keep carded items beyond the usual 15-day time limit at Retail. Providing customers with additional time lessens the risk that someone who should be self-isolating feels compelled to retrieve their item immediately.

Hours of Service: Where it is possible to do so, we will be reducing hours of service in corporate post offices, by opening one hour later and closing one hour earlier. Those hours can be used to further sanitize your office and re-stock shelves and slat walls. Further communications are being prepared and will be shared shortly.

For the first hour each day, please offer priority service to higher-risk customers (the elderly or people with compromised immune systems).

Social Distancing: For your safety and the safety of your customers, waiting customers should be spaced 2 metres (6 feet) apart. For larger offices, signage and floor decals will be provided to you shortly. For smaller offices, please limit the number of customers in the office at any one time. If that means locking the doors and having customers queue outside, please do so. We are also working on sourcing clear barriers for placement at the counter, and we will be providing further information on this shortly.

Stamp/coin allocations: We are suspending the allocation of all philatelic products and coins at this time. Customers seeking newly-issued product should be encouraged to place orders online through the canadapost.ca website.

Encourage paperless transactions: Please encourage all customers to use the tap function on their credit/debit cards whenever possible. If a customer is not able to pay by tap, we will continue to accept cash as a method of payment.

Limiting pin pad interactions with the customer: We are working on suppressing as many processes as possible that require the customer to input information via the VeriFone pin pad (mail forwarding, scale transactions, MoneyGram and money orders, etc.) In the meantime,

customers who do not wish to use the pin pad can elect not to, and once the process times out (it takes 30 seconds) you can still complete the transaction within RPS.

More information available: We have developed a COVID-19 resource page, with regular updates and answers to frequently-asked questions. Visit the “I’m an employee” portal on canadapost.ca to access the information. You do not need to login to access this information.

We recognize this is a stressful time for you, your families and your loved ones, and we thank you for maintaining service to your customers in these trying times. Canada Post has a confidential Employee and Family Assistance Program available to you 24/7 by calling 1-866-565-4903, and we encourage employees to reach out if they feel the need.