

CPC Welcome Letter

We want to hear from you in the 2020 employee survey – and act on your feedback

Dear Colleague,

Last year, we asked you to share your views in the first Employee Engagement Survey since 2011. It told us where we were doing well – and where we needed to do better.

We certainly took to heart three key findings from last year's survey.

First, employees told us they wanted more communication on our overall direction and on the things that affect them. Whether it's through frequent CEO Updates or communicating decisions that affect you, we've been doing more to keep you informed.

Second, employees told us they wanted more focus on their well-being. This year, especially through COVID-19 during the last six months, employee safety and well-being have been our top and most pressing priority. We intend to keep doing what's right for employees' safety and well-being.

We also learned something about the survey itself. Overall, only 18% of active employees responded. Some people worried about confidentiality because of the unique code used with the survey. We heard you and this year, there's no unique code. Instead, there are questions that will allow us to get accurate feedback, for instance about your region or function, which will help with our action planning. As they were last year, your responses will remain confidential. No one at Canada Post will see your survey or responses that can be linked to you.

We want to make smart decisions for our employees – and by answering the survey you will help us make the right changes. As we did before, we'll share the results broadly with our employees and bargaining agents.

So please, take a few minutes to fill out your survey by October 16. Hearing directly from you will help us create a better experience for all employees.

Sincerely,
Doug Ettinger

President and Chief Executive Officer
Canada Post

Mercer-Sirota Welcome Letter

Welcome to the 2020 Canada Post Engagement Survey

This survey is your chance to express your views about what you think is working well and where Canada Post has opportunities for improvement.

The survey is being administered by Mercer | Sirota, and individual responses are confidential. No one at Canada Post will see your individual responses, so feel free to be as open and candid as possible.

Take the time to provide your candid input and to help Canada Post build a stronger organization that is also a better employer. This survey should take from 5 to 10 minutes to complete.

Go to: <http://www.sirota.com/privacy> to read Mercer's full Privacy Notice.

Thank you for your participation.

Mercer | Sirota

Survey Instructions

Part I: About yourself

This section asks you to provide some information about yourself and your position within Canada Post. This information will help us understand the different experiences and needs within different employee groups. Canada Post will not receive any responses that identify individuals. Mercer | Sirota receives all employee responses directly and keeps them confidential. **Where there are fewer than 10 respondents in a particular group, the information will not be made available to Canada Post.**

1. **What is your region?**
2. **What is your job classification?**
3. **What organization do you belong to?**
4. **Who is the General Manager for your team? Note: if you don't have a General Manager or it's not applicable, please select "Other".**

Part II: Your thoughts

Read each item carefully and choose the answer that best describes your opinion based on your current work experience at Canada Post. Remember, there are no right or wrong answers. Your opinion is the only correct answer.

There are two types of questions in this section of the survey:

For multiple-choice questions: Mark only one answer for each question. If a question does not apply to you, or you are unsure how to answer, mark the choice labeled "Don't know/Not applicable."

For open-ended questions: Write your answers in the space provided.

- 1 Canada Post has created a work environment where people of diverse backgrounds can succeed.
- 2 Canada Post takes a genuine interest in the well-being of communities in which it does business.
- 3 Canada Post is an environmentally responsible company. (* New for 2020 per ESG request)
- 4 Canada Post does a good job communicating to employees on matters that affect them.
- 5 Senior leadership gives employees a clear picture of the direction in which Canada Post is headed.
- 6 My team leader recognizes me when I do a good job.
- 7 I feel that my team leader never compromises our safety in order to meet other targets (costs, deadlines, etc.).
- 8 Where I work, if I bring up a concern or an issue about safety, I feel confident that it will be addressed.
- 9 There is a spirit of cooperation and teamwork within my work unit.
- 10 I feel that my career goals can be met at Canada Post.
- 11 My work gives me a feeling of personal accomplishment.
- 12 I feel I have the right tools and resources (equipment, parts, supplies, hardware, software, etc.) to do my job properly.
- 13 I have received the training I need to do a quality job.
- 14 I experience manageable levels of stress and tension in my job.
- 15 I work in an environment that is free from harassment and discrimination.
- 16 I consider that the physical conditions of my workplace are appropriate.
- 17 I am proud to work at Canada Post.
- 18 I am motivated to go beyond what is normally expected to help Canada Post be successful.
- 19 I would recommend Canada Post as a place to work.
- 20 I would choose to stay with Canada Post even if offered the same pay and benefits elsewhere.
- 21 Considering everything, how would you rate your overall satisfaction at Canada Post at the present time?
- 22 Do you belong to one of the following groups: people with disabilities, Indigenous Peoples, visible minority?

Written comments

Please write your response in the open space below. Your response will be reported exactly as typed. To maintain confidentiality, do not provide individual names or other information that could identify you as the respondent. In addition, Mercer | Sirota may be obligated to disclose your verbatim comments to Canada Post if they indicate a threat of physical, emotional or financial harm.

23 What one or two things do you find most rewarding about working at Canada Post?

Open-ended Question Categories:

Safety	Work Environment	Career & Development	Leadership
Communication	Employee Treatment	Diversity & Inclusion	Community Focus
Customer Focus	Company Culture & Values	Workload	Other

24 What one or two things would improve your work experience at Canada Post?

Safety	Work Environment	Career & Development	Leadership
Communication	Employee Treatment	Diversity & Inclusion	Community Focus
Customer Focus	Company Culture & Values	Workload	Other

Thank You Page

Your responses have been submitted.

Thank you for completing the 2020 Canada Post Engagement Survey.

You may now close your web browser.