



**2022**  
**ESG Data**  
**Supplement**  
Canada Post Corporation



# Contents

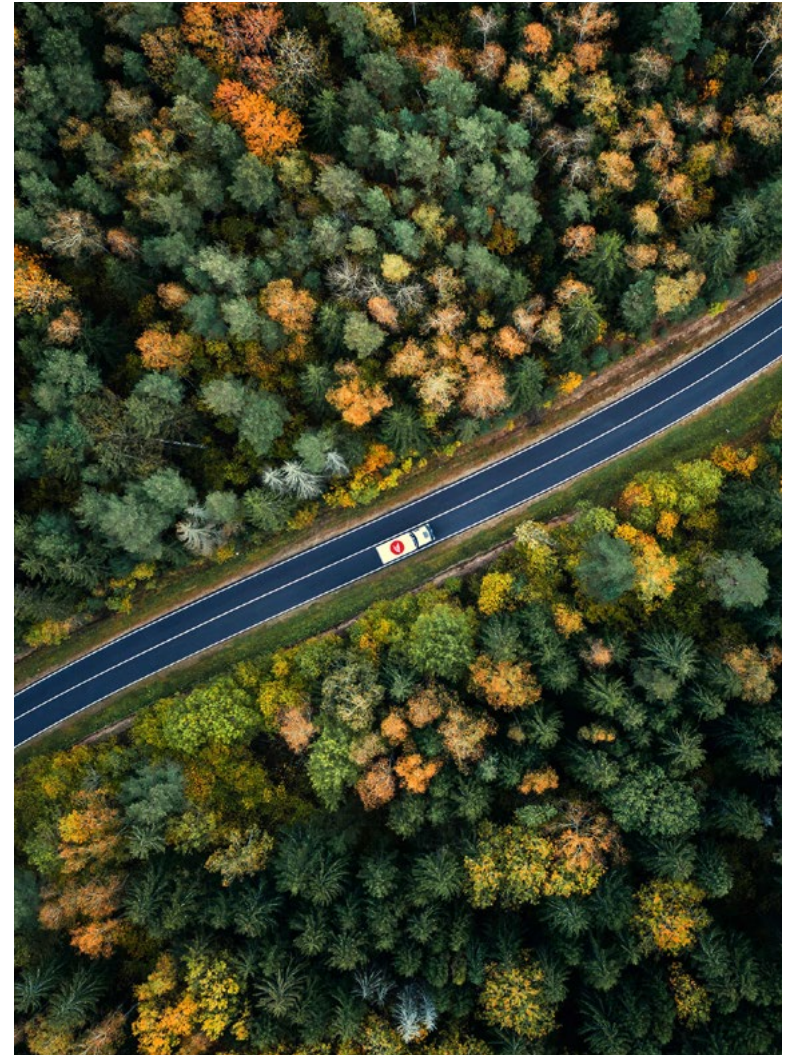
- 2 Introduction
- 3 Canada Post – Our Business
- 4 Governance
- 6 Environment
- 9 Social



# Introduction

This ESG data supplement aims to provide a consolidated overview of Canada Post's ESG performance. Metrics included in this data supplement cover our activities during the period from January 1 to December 31 for the years indicated.

Performance data included in this data supplement is discussed further in the [2022 Sustainability Report](#). The data supplement should be read in conjunction with the sustainability report and is not a substitute for it.



# Canada Post – Our Business

Canada Post is Canada’s postal administration, and its core services include delivery of letters, bills, statements, invoices, parcels, direct marketing products and periodicals. With a vast operating network that requires significant coordination between collection, processing, transportation and delivery activities, Canada Post delivers to **17.2 million addresses** across the country, **handles 6.6 billion pieces of mail**, parcels and messages, and sorts and delivers **26 million items daily**. We have Canada’s largest delivery network and one of its largest transportation networks.

Our network includes **21 processing plants**, **468 letter carriers depots** and **1.7 million post office boxes**. We also operate **5,873 post offices**, coporately owned or managed by an authorized dealer. We operate over **14,300 vehicles** delivering to **22,191 street mailboxes** and **217,079 community mailbox sites**.



# Governance

## Responsible Management

Indicator	Metric	2020	2021	2022
Economic performance	Revenues (in millions of dollars)	\$6,942	\$7,349	\$7,182
	Sustainable economy revenues (in millions of dollars) <sup>1</sup>	na	\$13.1	\$13.7
Executive compensation	CEO to employee pay ratio <sup>2</sup>	10.2	8.6	10.7
Governance structure and composition	Total number of Board members	9	10	10
	Number of independent members in the Board of Directors	8	9	9
	Number of females on the Board of Directors	4	5	4
	Number of Indigenous people on the Board of Directors	1	0	0
	Number of Board members who self-identify as a visible minority	2	1	1
	Number of Board members who self-identify as a person with a disability	0	0	0
Disclosure of wrongdoing	Number of reports received	210	236	293
Human rights	Formal human rights complaints	23	26	34
	Internal human rights complaints	155	85	47
	Pre-emptive human rights complaints	40	82	269
	Total human rights complaints	218	193	350
Compliance and anti-competitive behaviour	Number of court or tribunal decisions against Canada Post related to anti-competitive behaviour	0	0	0
	Material fines related to non-compliance with laws and regulations	0	0	0
Public policy programs	Number of items delivered free of charge to persons who are blind or partially sighted	1,000,000	900,000	730,000
	Number of shipments of library materials benefitting from reduced postage	500,000	764,000	861,000
Official language complaints	Total number of official language complaints	22	44	41
Responsible investment	Canada Post Pension Plan (defined benefit component) investments in renewable energy and energy storage (in millions of dollars)	\$221	\$242	\$277

1. Sustainable economy revenues are those related to sustainable packaging, electric vehicle charging, and the use of electric or plug-in electric hybrid vehicles.

2. Ratio of the maximum CEO compensation for Crown Corporations including at risk pay to average employee cost including benefits.

# Governance

## Responsible Procurement

Indicator	Metric	2020	2021	2022
Procurement spend	% of direct and indirect procurement spend with Indigenous Peoples	1.9%	2.1%	3.1%
	% of procurement spend with small or medium businesses (SMEs) and registered B corporations	n/a	30.4%	35.3%
	% of procurement spend with diverse <sup>3</sup> suppliers	n/a	6.3%	7.7%
	% of suppliers by spend with a science-based target commitment	29.4%	31.3%	58.1%
	% of suppliers by spend with an approved science-based target	8.7%	10.9%	13.0%

3. Suppliers majority-owned and -directed by women, members of visible minority groups, people with disabilities, 2SLGBTQ+ people, or veterans, excluding suppliers majority-owned by Indigenous people.

# Environment

## Environmental Stewardship

Indicator	Metric	2020	2021	2022
Energy consumption (MWh)	Natural gas	184,247	172,389	181,840
	Heating oil	11,672	10,713	10,213
	Propane	338	955	1,114
	Diesel	234	95	89
	Owned fleet propane and CNG use	2,107	63	128
	Owned fleet gasoline use	208,746	217,425	209,415
	Owned fleet diesel use	64,570	66,052	61,676
	Electricity	287,613	287,710	271,295
	Total energy consumption	759,528	755,402	735,770
Energy intensity (MWh per billion dollars of revenue)	Energy intensity	0.1094	0.1028	0.1024
Renewable electricity (%)	% Renewable electricity consumption	62%	61%	62%
Direct (Scope 1) GHG emissions (kt CO <sub>2</sub> e)	Facilities			
	Natural gas	33.2	31.0	33.5
	Heating oil	3.0	2.8	2.6
	Propane	0.1	0.2	0.2
	Diesel	0.1	0.0	0.0
	Fugitive emissions	0.9	0.5	0.6
	Fleet			
	Owned fleet propane and CNG use	0.5	0.0	0.0
	Owned fleet gasoline and diesel use	66.5	68.9	65.9
Indirect (Scope 2) GHG emissions (kt CO <sub>2</sub> e)	Electricity – location based	34.2	35.7	31.0
	Electricity – market based	28.0	27.5	25.6

# Environment

Indicator	Metric	2020	2021	2022
Other indirect (Scope 3) GHG emissions (kt CO <sub>2</sub> e)	Category 1: Purchased goods and services	169.8	176.0	108.4
	Category 2: Capital goods	48.0	51.9	44.3
	Category 3: Fuel and energy related activities	37.7	38.2	36.9
	Category 4: Upstream transportation and distribution (TOTAL)	551.6	579.0	594.0
	Domestic Ground	263.7	282.2	301.2
	Rail	1.4	1.8	1.4
	International Outbound Air	30.3	27.7	20.6
	Domestic Air	213.6	223.0	226.4
	International Ground	4.1	4.0	4.1
	Rural and Suburban Mail Carriers (RSMC)	33.0	34.0	33.7
	Combined Urban Services (CUS)	5.5	6.4	6.6
	Category 5: Waste generated in operations	4.4	5.4	10.4
	Category 6: Business travel	4.5	4.0	10
	Category 7: Employee commuting	56.5	56.8	61.6
	Category 12: End of life treatment of sold products	0.5	0.6	0.5
Category 15: Investments	196.6	202.8	211.2	
Total GHG emissions (kt CO <sub>2</sub> e)	Total Scope 1	104.1	103.4	102.9
	Total Scope 1 and 2 (market based)	132.1	131.0	128.5
	Total Scope 3	1,069.5	1,114.8	1,077.2
	Total Scope 1, 2 (market based) and 3	1,201.6	1,245.7	1,205.8
Emissions intensity (kt CO <sub>2</sub> e per billion dollars of revenue)	Scope 1 and 2 (market based) emissions intensity	19.0	17.8	17.9
Nitrogen oxides (NO <sub>x</sub> ), sulphur oxides (SO <sub>x</sub> ) and other significant air emissions (metric tons)	Nitrogen oxides (NO <sub>x</sub> )	36.8	38.0	36.4
	Sulphur oxides (SO <sub>x</sub> )	5.1	5.3	4.6
	Particulate matter (PM)	2.2	2.3	2.2



# Environment

Indicator	Metric	2020	2021	2022
Water (cubic metres)	Total water use	459,527	430,631	n/a <sup>4</sup>
Waste generated (metric tons) <sup>5</sup>	Total weight of waste generated	19,068	20,439	<b>40,454</b>
	% of Canada Post sites covered by square footage	66%	66%	<b>100%</b>
	Total weight of waste to landfill	5,192	7,035	<b>13,530</b>
	Total weight of waste recycled	13,876	13,403	<b>26,925</b>

4. Due to timing of data availability, 2022 water use was not available at the time of publication.

5. 2022 waste metrics reflect improved data sources and inclusion of durable goods sent for recycling.

# Social

## Human Capital

Indicator	Metric	2020	2021	2022
Work related injuries	Total injury frequency rate	n/a	6.6	5.9
	Lost time injury frequency rate	n/a	3.2	2.7
	Total injury severity rate	n/a	309	287
	Motor vehicle collision rate	n/a	11.1%	10.9%
	Slips, trips and falls	n/a	1,223	1,166
	Manual material handling incidents	n/a	1,141	949
	Workplace harassment and violence incidents	n/a	886	554
Breakdown of employees by region (Includes employees on unpaid leave)	Alberta	11%	10.5%	10.7%
	British Columbia	13.0%	13.0%	12.9%
	Manitoba	3.7%	3.7%	3.7%
	New Brunswick	2.4%	2.4%	2.4%
	Newfoundland and Labrador	2.0%	2.1%	2.0%
	Northwest Territories	0.1%	0.1%	0.1%
	Nova Scotia	3.1%	3.2%	3.3%
	Nunavut	0.1%	0.1%	0.1%
	Ontario	41.0%	41.2%	41.7%
	Prince Edward Island	0.4%	0.4%	0.4%
	Quebec	19.8%	19.7%	19.0%
	Saskatchewan	3.5%	3.5%	3.5%
	Yukon	0.1%	0.1%	0.1%
Diversity of employees (Workforce analysis, Operational report)	Overall workforce – Women	48.3%	47.9%	47.4%
	Overall workforce – Indigenous people	2.5%	2.9%	3.1%
	Overall workforce – Persons with disabilities	3.9%	6.8%	7.9%
	Overall workforce – Visible minorities	21.2%	23.4%	24.9%
	Senior management – Women	40.3%	44.9%	43.5%
	Senior management – Indigenous people	1.5%	0.0%	0.0%
	Senior management – Persons with disabilities	6.0%	11.6%	22.6%
	Senior management – Visible minorities	10.4%	14.5%	14.5%

# Social

Indicator	Metric	2020	2021	2022
Employee engagement	% participation rate in engagement survey	25%	51%	53%
	Engagement score (index)	72	73	71
	% of employees who agree that Canada Post is an environmentally responsible company	42%	47%	49%
Training and development	Hours of training delivered	680,000	787,000	829,000
	Average hours of training per employee	10	11	12
Talent acquisition	Total new hires	11,994	11,633	12,678
	% Women	44.7%	46.4%	47.5%
	% Indigenous people	3.0%	3.6%	4.5%
	% People with disabilities	5.6%	7.8%	9.3%
	% Visible minorities	31.0%	31.9%	33.5%
Parental leave	Number of employees taking parental leave <sup>6</sup>	1,553	1,761	1,853
Pension plans	Defined contribution plan – number of participants	4,180	5,103	6,060
	Canada Post contributions	\$15.5M	\$17.1M	\$22.7M
	Members' contributions	\$9.2M	\$10.2M	\$13.6M
	Defined benefit plan – Number of participants	53,132	53,397	52,984
	Projected benefit obligation	\$36,741M	\$34,905M	\$27,167M
	Estimated value of assets	\$29,616M	\$32,357M	\$29,520M
	Canada Post current service contributions	\$301M	\$326M	\$318M
	Members' contributions	\$281M	\$297M	\$296M
Employee retention	Employee turnover rate (regular full-time and part-time permanent employees)	5.1%	6.5%	7.4%
Labour relations	Grievances filed	12,256	14,108	14,300
	Grievances pending	22,299	22,331	24,875

6. Reflects both maternity and parental leave. Some employees may be counted in multiple years if their leave crossed over between years.

# Social

## Economic and Community Impact

Indicator	Metric	2020	2021	2022
Community engagement	Number of security of the mail awareness sessions with Indigenous community leaders, law enforcement and/or local postal officials	n/a	100	120
	In collaboration with Indigenous and Northern communities that have self-identified as dry communities, number of items (suspected of containing illicit products) detected, inspected and removed from the postal system inbound for these communities	n/a	2,218	3,574
	Donations (in millions of dollars)	\$1.3	\$1.2	\$1.3
	Total number of organizations funded	118	100	101

## Customer Satisfaction

Indicator	Metric	2020	2021	2022
Customer-related privacy complaints and breaches	Total number of substantiated complaints received concerning breaches of customer privacy from outside parties	11	6	0
	Total number of substantiated complaints received concerning breaches of customer privacy from regulatory bodies	1	0	0
	Total number of identified leaks, thefts or losses of customer data	10	5	1
Security of the mail	Number of postal facility inspections	270	165	277
	Number of security of the mail awareness sessions with frontline employees, contractors and the general public	888	900	1,118
Access to information requests and complaints	Total number of requests for access to information	79	97	71
	Total number of complaints received concerning access to information requests	12	16	12
	Total number of substantiated complaints received concerning access to information requests	2	4	0
Digital accessibility	% of digital accessibility across all active digital products	77.3%	85.9%	88.8%
Delivery accommodation program	New approved accommodations	1,636	1,711	2,152
	Total active accommodations	17,795	19,524	16,119

