



2020

# Sustainability snapshot

## Pursuing a low-carbon future

The 2020 Sustainability Report captures the progress we're making in our environmental, social and governance responsibilities. We're putting strategies in place, making investments, building positive momentum – and we're just getting started.

“Canadians want their postal service to do the right thing when it comes to safety, reducing our environmental impact, building an inclusive workplace – and a whole lot more.”

Doug Ettinger, President and CEO, Canada Post

## Key highlights

### Our business

\$221M invested in renewable energy

100% recyclable paper bands on shipping boxes

CREATED National Joint Equity and Diversity Committee

### Our customers

20% decrease in access to information complaints

13% decrease in well-founded privacy complaints

38% decrease in official languages complaints

### Our planet

353 hybrid vehicles joined our fleet

Waste diversion rate up 3%

IDENTIFIED 7 Sustainable Development Goals where we have the greatest direct influence

### Our communities

\$60,000 in scholarships awarded to Indigenous students and students with disabilities

\$1.3M in GRANTS distributed to 118 community organizations

LAUNCHED Indigenous and Northern Reconciliation Strategy

### Our people

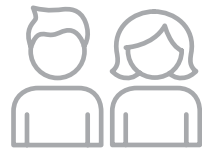
40% of senior management are women

31% reduction in total injury frequency rate

Canada Post named Canada's MOST TRUSTED BRAND

# Canada Post at a glance

**6.3** BILLION  
PIECES of mail,  
parcels and  
messages  
delivered



Over

**68,000**  
EMPLOYEES

Paid full-time  
and part-time  
employees, including  
management,  
temporary, casual  
and term employees

**389** MILLION



Parcels

**21**



Processing plants

**6,026**



Post offices

**474**



Depots

**3.3** BILLION



Pieces of direct  
marketing

**21,713**



Street letter boxes

More than

**16.7M**

Addresses served  
in urban, rural and remote  
locations across Canada



More than

**22,500**

Delivery routes  
in urban, rural and mail  
service carrier



For a full version of the Sustainability 2020 Report, please visit [canadapost.ca/sustainability](https://canadapost.ca/sustainability)



We are partners of  
several organizations,  
including:



Sustainable Packaging  
Coalition

