



December 18, 2014

The Honourable Lisa Raitt
Minister of Transport
House of Commons
Ottawa, Ontario
K1A 0A6

Dear Honourable Minister Raitt,

On December 10, 2014, the UPCE National Executive, wrote to Deepak Chopra, Canada Post President and CEO, about several of our on-going concerns.

The UPCE National Executive continues to believe in our company, its employees, and our members. That being said, while Canada Post's Vision, Values, and Leadership Behaviours seem powerful in writing, they unfortunately do little to bring great value in reality... largely because they are rarely applied throughout the organization. We remain concerned in the way Canada Post is demonstrating certain Leadership Behaviours such as "Decision Making" and "Accountability", especially when dealing with communication, direction, and growth.

For example, Canada Post's National Philatelic Centre in Antigonish, Nova Scotia, is a unique expression of Canadian identity. The items and artifacts found there reflect all aspects of Canada's history. More than the "go to place" for stamp collectors, the Centre makes a significant contribution in promoting Canadian heritage. Of positive note, the Centre makes a profit as well. Collectively, the original complement of employees at the Centre proudly boasted around 1,000 years of combined work experience. Located in Antigonish, Nova Scotia, the Centre also provided stable, well-paid employment, to the respective communities. The employees and their families made a significant contribution to the financial well-being of the area, a contribution regularly recognized by the Chamber of Commerce, local businesses, the town council, and the communities at large. The number of our members at the National Philatelic Center has been drastically cut down from 76 to 25. This is a direct result of Canada Post's 2010 decision and consequent announcement that they would outsource our contact centers. Twelve of the remaining employees have a minimum of 29 years of service, and the other 13 have about 15 years of service. With better employee retention, an organization is able to retain its human capital and provide better services. However, it seems clear, that Canada Post continues to choose quantity over quality. This choice continues to have a negative local economic impact in Antigonish, a negative impact to our members, a negative



impact to other Canada Post employees, and a collateral negative impact to all Canadians.

In 2010, Canada Post announced that it would outsource its contact centers, and according to a National Post article dated March 31, 2010, John Caines, a Canada Post representative, went on record by making the following comment: “While a growing number of call center jobs are being outsourced to places like India, Canada Post will be looking to keep the jobs in Canada.” While these jobs are technically in Canada, it is our understanding that Minacs, was, at that time, 90% owned by Aditya Birla Nuvo, a \$24-billion conglomerate based in Mumbai, India. According to a document released by the New Brunswick Common Front for Social Justice Inc., Minacs was a major investment of 1.5 million dollars. Most of it (1.2 million dollars) went to payroll rebates in order to create 200 jobs. Also, a subsidy of \$300,000 (to cover capital costs) was granted by the Northern New Brunswick Economic Development and Innovation Fund in order to set up a center in Bathurst. Changes like this continue to have a significant impact on Canada Post jobs, workers, and all Canadians in many centers across the country, including Fredericton, New Brunswick, and Winnipeg, Manitoba.

The Canada Post Five Point Action Plan “Guiding Principles” state, that Canadians expect Canada Post to continue to remain financially self-sufficient, and not look to their hard-earned tax dollars for funding. However, Canada Post hired a third-party provider that has an apparent and documented bad habit of setting up shop in provinces that pay publicly funded subsidies, which are ironically paid for by the same hard-earned tax dollars. It is extremely concerning and alarming, that both Canada Post and the current Government of Canada, are unwilling to directly invest into stable and good paying jobs. Instead, their actions show they would rather eliminate jobs, financially promote foreign multinational corporations, and as a final insult, transfer the folly of this implemented decision (in the form of increased expenses) to the provinces. These same provinces, are then forced to pay large sums of money from hard-earned Canadian tax dollars, to these same multinational companies (that are usually based overseas), only to create jobs that are of lesser value locally, are precarious at best, and coincidentally are jobs that now pay a significantly lower wage.

We also remain concerned with Canada Post’s strategic plan for growth. The Corporation is changing how we handle our “points-of-call” by cutting into home delivery and replacing a number of routes with Community Mailboxes. This shift will have a significant impact upon our services, Canadians, Canadian jobs, seniors, and individuals with disabilities. While Canada Post states that we will accommodate those in need, we are yet to hear about the plan of action and how Canada Post plans on dealing with these requests. Furthermore, while we obviously agree with the potential revenues that can be generated from growing our parcel



business, we continue to disagree with the number of cuts and the refusal to look into other possible lines of business.

In summary, we are requesting for the Canada Post Corporation, and the Government of Canada, to revise their hastily and secretly developed 5-Point-Action plan. This would include, at a minimum, looking into other possible lines of business in order to create employment opportunities and value for Canadians. The time has come to stop cutting services and jobs that in turn negatively impact our communities and our country.

Yours sincerely,

UPCE National Executive

Original letter sent to Deepak Chopra on December 10, 2014 attached.

