

## Update on our service and commitment to safety

21-04-2020

Canada Post is proud to continue providing an essential service to Canadians as everyone does their part to stop the spread of the virus. Our top priority from the start has been to ensure we are doing everything possible to keep our people, and the communities we serve, safe. That has meant implementing significant changes right across our operations, following the guidance of national and local public health authorities.

### **We're experiencing delays as we put safety first**

In the last few weeks, we have seen a significant increase in parcel volumes as Canadians are staying home and shopping more online. We are working hard to respond in a responsible manner. With incoming parcel volumes at Christmas levels, the important safety measures we've implemented in our processing facilities mean it is taking longer to process. Those measures include physical-distancing in facilities that were never designed for keeping people 2 metres apart. We continue to process and have been delivering in record numbers for this time of year, but the reality is that customers should anticipate delays.

Customers should continue to track their parcels on our website or our mobile app for the latest information. It's important to understand that our call centre agents are open to serve, but have no further details if your item is delayed and you are looking for a

status update. A service ticket can be opened up online too.

### **Helping keep our employees safe while they serve**

We've also implemented important changes to the way we deliver and the way we operate our post offices to keep our employees and customers safe. You can read more here.

In addition, we're also sharing important reminders to all Canadians to practice physical-distancing while our employees are out delivering in the community. We're placing decals on many of our vehicles to remind everyone to provide 2 metres of space as recommended by public health officials. You can read more here.

We thank Canadians for their continued understanding and support for the measures we've put in place for everyone's safety.

Source: [Canada Post](#)