



Canada Post

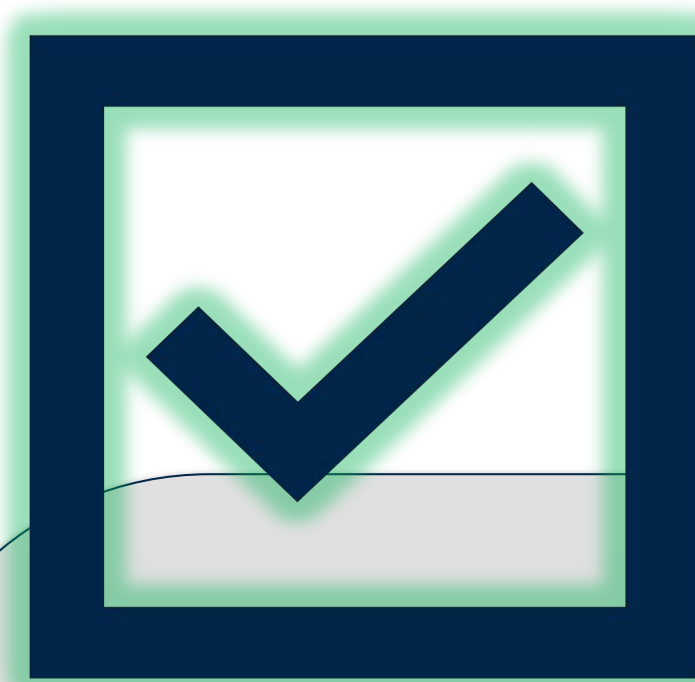
Canada Post is one of the largest postal services that manages over 6,200 post offices and 13000 vehicle fleets. Canada Post is a Crown corporation that is committed to support the communities it serves, health of employees, and the environment. The organization has established 4 pillars of environment and sustainability targets: Climate Action, Zero Waste, Sustainable Delivery, and Engagement .



Key Takeaway

Personal development

- Learned many technical skills on Excel and MS Teams
- Developed skills to condense slide decks, compile, and succinctly present large amounts of data to different audiences
- Developed tools to problem solve and brainstorm ideas by applying course concepts from the MScSM program and enhanced my problem-solving skills
- Strengthened my presentation and communicational skills by gaining exposure to different teams, departments, receiving feedback, and working collaboratively with another summer student
- Gained experience in reviewing and applying constructive feedback from mentors, managers, and peers



Roles, Responsibilities and Objectives

- Collaboratively promoted environment, health and safety, sustainability compliance, and best practices through (200+ completed) stakeholder engagement surveys and conversations with postmasters across Canada while analyzing postmaster responses to identify trends, challenges, opportunities, and recommend improvements
- Collaboratively researched the feasibility of implementing a recycling system in rural post offices of Alberta and delivered a 20-minute presentation to a panel of Canada Post management after a clear definition of the problem, using sound facts, detailed survey analysis, networking with cross-functional groups, and recommendations with implementable actions
- Assisted with other related duties in support of Real Estate, Environmental, and Sustainability Management
 - Reviewed approximately 184 radon reports for quality control purposes
 - Assisted colleagues with researching 13 waste reporting portals
 - Assisted colleagues with cross-checking approximately 6-7 sites (emails) and Environmental Audit compliance tracker
 - Reviewed approximately 11 asbestos reports and updated database



Major Projects and Accomplishments

- 1) Action Learning Project: How can we improve waste reduction and diversion in our rural Canada Post facilities in Alberta?
 - Solution: Community Hub Recycling
 - Collaboratively delivered a 20-minute presentation to a panel of Canada Post management which may be implemented next year, according to the General Manager(s) of Facilities Management and Corporate Sustainability
 - Designed decision matrix and implementation plan
- 2) Postmaster Managed Facilities Awareness Program: Engage stakeholders and implement the program across Canada for best practices.

Outcome:

 - Engaged with postmasters and recorded responses, complaints, or issues within the facility, and clarified action item
 - Collaboratively composed a 25-page report on the stakeholder engagement survey findings and delivered a 20-min presentation to senior management by outlining graphical trends, data, and improvements using Excel and PowerPoint
 - Developed and managed pragmatic material, email outreach and correspondence
 - Issued requests for follow-ups from the Postmaster to Real Estate Department

Did you know?
73% of waste is diverted from landfill at CP.

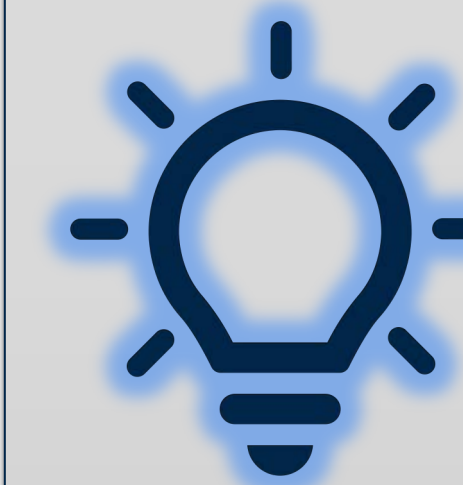
Key Takeaway
Environmental and sustainability initiatives are manifold, branching into facilities management, real estate, building compliance, health & safety, and waste management practices to serve the same purpose: people, planet, and profit which require cross functional teams.

Key Takeaway
Stakeholder engagement plays a significant role in implementing solutions and projects.

Did you know?
CP has awarded \$60,000 in scholarships to Indigenous students and students with disabilities.

Industry Sustainability Challenges

- Environmental and sustainability compliance challenges posed by COVID-19 (physical and mental loss)
- Timeline for implementing a project or meeting targets as it requires extensive stakeholder engagement, funding, feasibility, and logistical measures. Targets such as:
 - Zero waste: eliminate single-use plastic, divert, and reduce waste; conduct waste audits
- Finding substantive and quality data
 - For data collected through surveys with potential biases or lack of understanding of the question
 - For calculations involving diversion rates, analyzation of tonnage of waste (for waste management initiatives), scope 1,2, and 3 emissions (for GHG emission initiatives)
- Finding appropriate case studies, benchmarks, and quantifiable measures for comparing solutions, data, and methods, given that Canada Post is the largest postal service compared to other nations
- Gaining clarity on the division of responsibilities when working with several parties or organizations, especially with Environmental compliance, regulations, and agreements



Did you know?
CP has invested \$221M in renewable energy.