



2023

ESG highlights



Responsible business practices

Corporate governance

45% women, **9%** visible minorities, **9%** Indigenous people on the Board of Directors

Sustainable procurement

4.0% procurement spend with Indigenous suppliers, surpassing our 2023 target of **3.5%**

Responsible investment

\$305M invested in renewable energy and energy storage through the Canada Post Pension Fund

Public policy programs

671K items delivered for people who are blind or partially sighted

942K shipments of materials benefited from reduced postage

189K parcels delivered to Canadian Armed Forces members deployed overseas during the holiday season since 2006



Environmental stewardship

Emissions reduction and decarbonization

18.9% decrease in scope 1 and 2 emissions intensity (kt CO₂e/billion dollar revenue) compared to 2019

16.6% decrease in scope 1 and 2 emissions since 2019

10.4% decrease in scope 3 emissions since 2019

88% non-emitting electricity consumed

Sustainable products and services

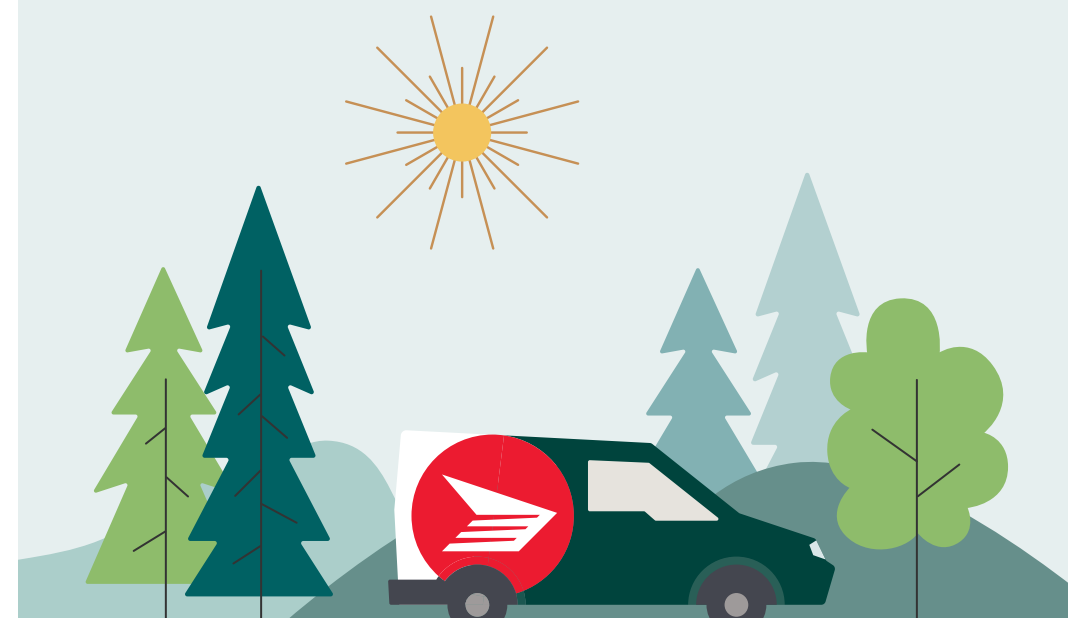
168M carbon-neutral shipments in 2023

80% recycled content in prepaid envelopes and

74% recycled content in flat-rate and mailing boxes

Zero waste

67.1% of waste diverted from landfill



People and culture

Health and safety

15.3% reduction in lost-time injury rate

Equity, diversity and inclusion

Senior management¹ team includes **41.7%** women, **20.8%** people with disabilities, **13.9%** visible minorities

Talent management

927,500 training hours delivered

1. Includes general managers and above; based on self-identification.



Socio-economic impact

Investing in small business

\$500K in prizes given through Tales of Triumph program

495K packages shipped with lightweight shipping program

82K small businesses took advantage of our Free Shipping Tuesday initiative

Indigenous communities

\$3.2M invested to enhance and expand postal services in Indigenous and northern communities

\$4.4M street value of non-mailable matter intercepted from mail items destined for Indigenous and northern communities

Accessibility

92% digital accessibility across all active digital products, surpassing our target of **90.8%**

Albert Jackson Processing Centre certified to Rick Hansen gold standard for accessibility



Community Foundation

\$1.2M donated to 84 initiatives nationwide in 2023



Awards and recognition



Corporate Knights Best 50 Corporate Citizens

Canada Post was recognized for leadership in Canadian corporate performance on sustainability.



EcoVadis Gold

Achieved gold rating in 2023, placing Canada Post in the 97th percentile of all companies evaluated.



Employee Equity Achievement Awards

Received the Employment Equity Champion award, Outstanding Commitment to Employment Equity award, Innovation award and Sector Distinction award.



Universal Postal Union

Achieved the UPU's Gold + Security Certification at Canada Post's Pacific Processing Centre.