



April 15, 2025

John Deveen  
General Manager, Labour Relations  
2701 Riverside Dr.  
Ottawa, ON  
K1A 0B1

Dear John,

As you know, Canadian Postmasters and Assistants Association (CPAA) represents more than 8,500 employees at Canada Post, working in over 3,000 rural post offices across Canada. I am writing this letter on behalf of our thousands of members – from coast, to coast, to coast – who have proven themselves an integral part of the Canada Post business in providing an essential service to all Canadians. From the delivery of passports, health cards, medications, and at-home cancer screening kits, to pandemic supplies during the recent COVID-19 epidemic, rural post offices continue to be a vital point of connection between rural residents and government services. This is true each and every day that we are there on the front lines for Canada Post.

CPAA members are proud to serve Canadians and to be Canada Post employees. When people don't understand the price increase on stamps or when a parcel has been delayed in arriving at our retail post offices for the last mile delivery, it is the front line CPAA member that gets the exchange at the front counter and must diffuse the situation in a professional manner. Many times, because of the rural nature of our offices, it is a neighbour, friend, or family member instigating the exchange, and it is CPAA employees that rise to the challenge time and time again to gently resolve the issue. Our members are there to explain and be proud ambassadors of our national postal system.

I say all this to remind your team that even though Canada Post is a business that provides products and services, it is our workers who go the extra mile and keep the community connection while ensuring reliable, high-quality service for clients in rural, remote, and Northern communities. It is this type of personal connection that reminds each Canadian that this is Canada's postal service.

In recent months, our members watched workers in other bargaining units receive 5% retroactive increases, with no such offer made to them – who have continued to work, day in and day out without a raise since January 1, 2023. CPAA twice made the same request and was met with a dismissive answer and no offer of any retroactive pay. We have, understandably, heard a chorus of discontent from our loyal members, who feel betrayed by the Corporation.



Our membership is over 92% women, and CPAA positions offer an important source of income and opportunity for women in rural Canada. Indeed, Postmasters and Assistant positions were historically one of the best jobs available to women in rural Canada. CPAA conditions of employment allow women in rural communities to earn an income for their families while remaining close to home. The Corporation's decision to provide retroactive pay increases to all workers except CPAA members is concerning and weighs heavily on our dedicated membership who are overwhelmingly women and breadwinners in rural Canada.

Our members that have been left feeling that the Corporation does not value them or the contributions that they have tirelessly made over the years. Put simply, CPAA members deserve an explanation as to why they have been singled out by the Corporation and left behind.

**On behalf of our 8,000 members, I must insist on an explanation as to why we are being left behind and I, for a third time, firmly reiterate our request that CPAA members receive the same 5% retroactive increase that has been granted to other bargaining units.**

I welcome the opportunity to speak with you about this issue at your earliest convenience. I am available next week.

Sincerely,

**Dwayne Jones**  
**National President**  
281 Queen Mary  
Ottawa, ON K1K 1X1

cc: Francois Couture, Chief People and Safety Officer  
Doug Ettinger, President and CEO  
<http://www.cpaa-acmpa.ca>