

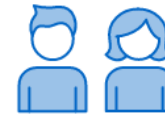
Last Mile Delivery in Dense Urban Areas

Sally Dam
Director, Urban Delivery Strategy
Canada Post



Canada Post by the numbers:

EMPLOYEES



Almost
54,000

paid full-time and part-time
employees, excluding temporary,
casual and term employees

PIECES DELIVERED



Approximately
6.3 BILLION
pieces of mail, parcels and messages

* The overall decline in 2020 was due to the Canada Post segment, with significant decreases in Direct Marketing and Transaction Mail, partially offset by growth in Parcels.

CANADAPOST.CA



700 MILLION
visits to canadapost.ca
in 2020

(includes visits to epost.ca)

RETAIL POST OFFICES



More than
6,000
retail post offices
across Canada

ADDRESSES SERVED



Over
16.7 MILLION
in urban, rural and remote
locations across Canada

PARCEL LOCKERS



Approximately
13,000
Offering secure, convenient delivery in
apartment and condominium buildings

DELIVERY ROUTES



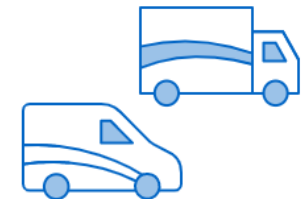
More than
22,000
urban, rural and mail service
carrier delivery routes

PLANTS AND DEPOTS



21 | **474**
processing
plants | letter carrier
depots

FLEET



More than
13,000
Canada Post vehicles



Our Products



Transaction Mail

Approximately

2.5 B

pieces



Direct Marketing

Approximately

3.3 B

pieces



Parcels

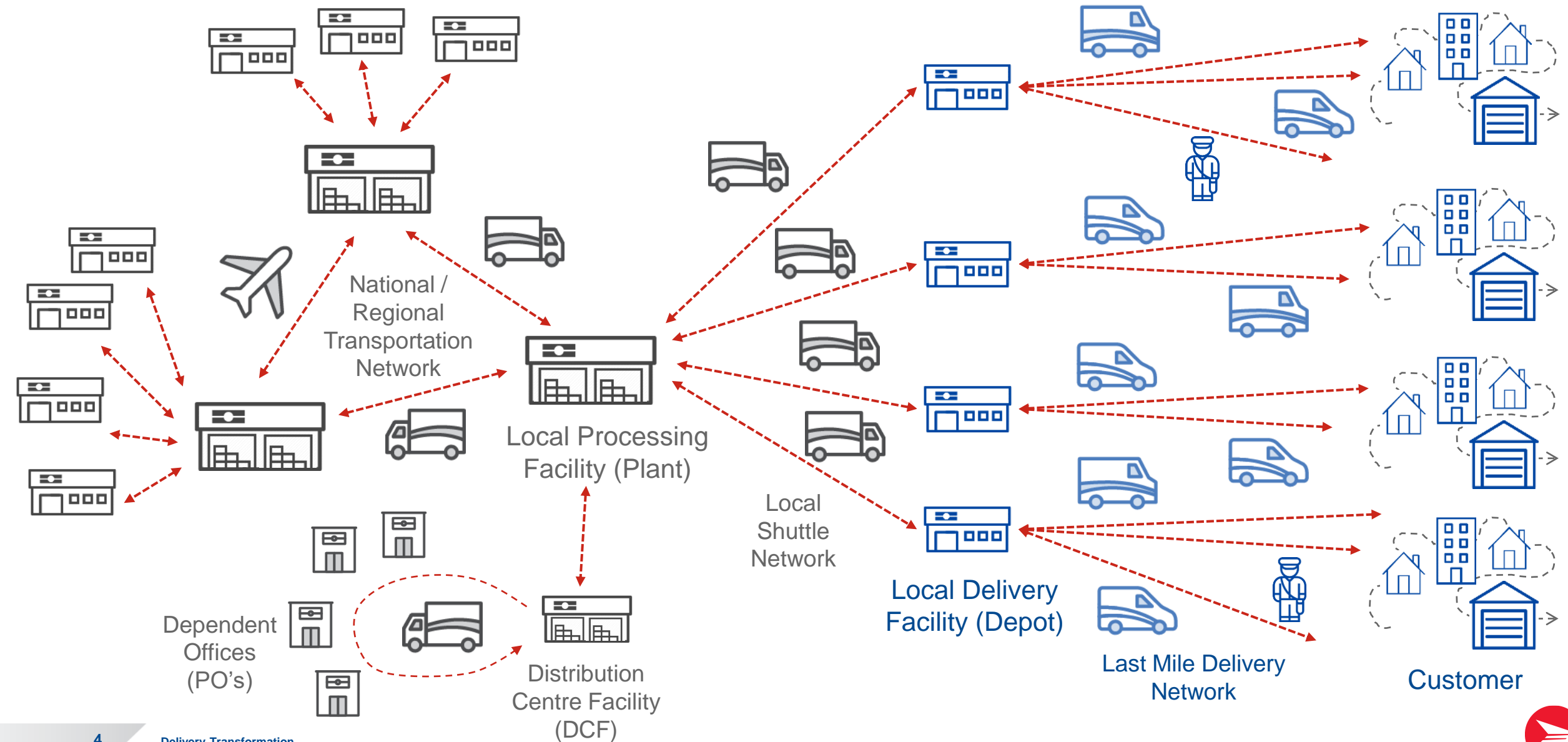
Almost

400 M

pieces



Hub & Spoke Network Model



Delivery Sectors

Major Urban Centres

Downtown / Dense Urban



Residential / Commercial



Small Cities / Towns and Rural Communities

Regional Municipalities



Rural Communities



Downtown Dense Urban Challenges

- Urbanization of downtowns driving the need for a more balanced quality of life
- E-commerce growth has led to increased number of vehicles on the road
- Lack of curbside management or designated loading zones force delivery vans to double park and cause congestion
- Increased CO2 emissions



Alternate Last Mile Delivery Solutions

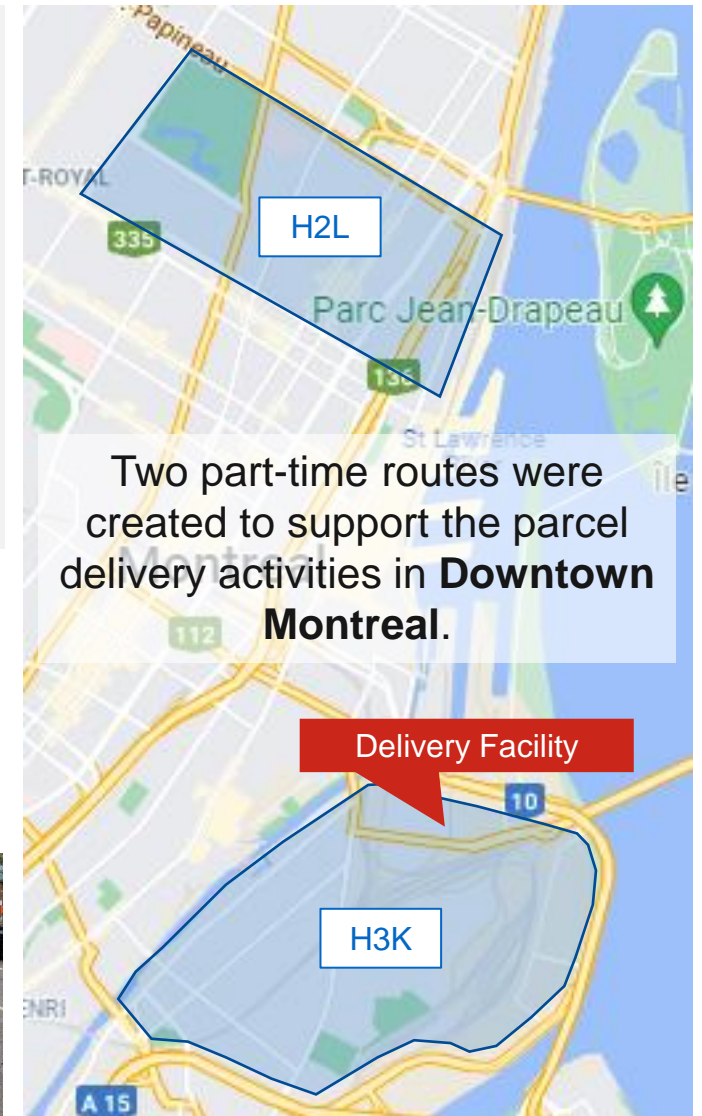
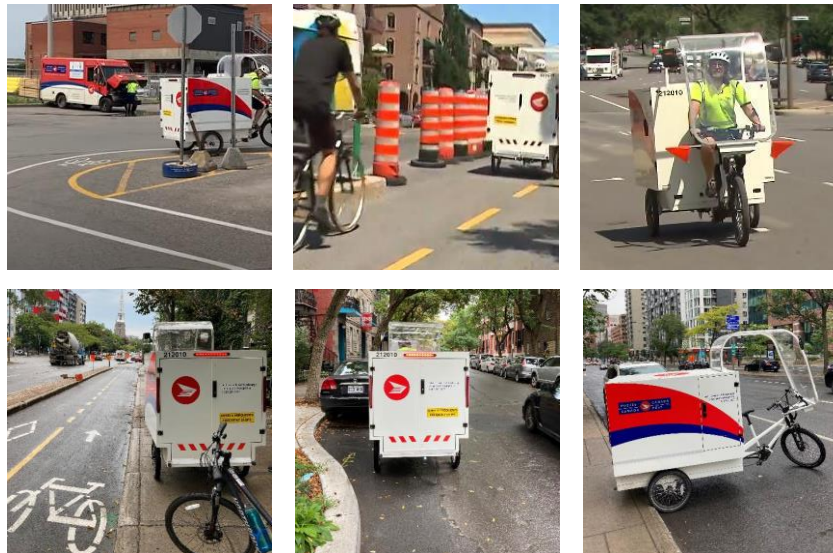


Montreal e-Cargo Trike Proof of Concept

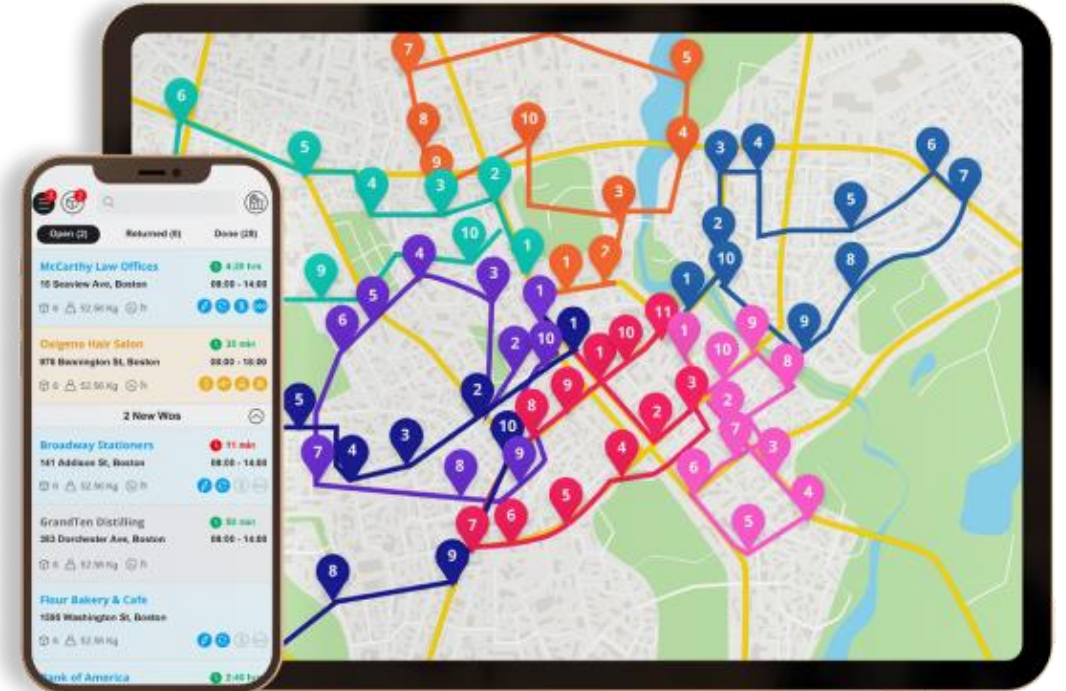


Key Objectives:

- Evaluate safety and risk impacts
- Develop procedures for loading and delivery
- Assess on street operability



Look ahead to 2022



Low Speed Vehicles:

- Zero emission electric delivery vehicle
- Small footprint to navigate dense areas
- More utility under different conditions

Dynamic Routing:

- Plans more efficient route designs
- Creates flexible capacity
- Enables integration with customers



