

## Schedule A (3)

### RSMC OPERATIONAL PROCEDURES

(Applicable to Major and Non-Major Centres unless specified)

The operational procedures contained in this document are meant to be a general list of RSMC responsibilities.

#### General Procedures

All mail items will be made available on a daily basis in one or more locations as specified by the Local Postal Official (LPO). The items should be sorted and organized in order of delivery prior to departing the postal facility. All Rural and Suburban Mail Carrier (RSMC) services should be performed in accordance with the following procedures.

1. Check all mail for which a Mail Forwarding or a Hold Mail request has been received and process the mail accordingly. Maintain the case card and return all mail for which the Mail Forwarding or Hold mail request has expired to the Post Office staff. Resume delivery, as indicated on the Hold Mail requests.
2. For non-civic addressed routes, make every effort to deliver mail received without a complete address by using the customer list supplied by the originating Depot. All mail, which is undeliverable and/or unknown, must be returned to the Post Office staff on a daily basis. If you do not end your day at your originating Depot, follow the established process for returning undeliverable mail.
3. If it is safe to do so, all mail identified for Package Redirection (request came from National Trapping List) during Download Itinerary, OFD scanning, or while En Route, must be returned to the Post Office staff on a daily basis. If you do not end your day at your originating Depot, follow the established process for returning undelivered mail.  
**Note:** "Safe" means the customer has **not** been engaged in the delivery process yet. If engaged, simply deliver the item.
4. Damaged mail received must be presented to the Postal Facility staff to be repaired and to have a signed [Found Damaged Sticker \(33-086-040\)](#) affixed prior to delivery.
5. Using your Portable Data Terminal (PDT), scan your Route Identification (ID) barcode, then scan all barcoded items for delivery on your route. If you do not take your PDT on route, then dock the PDT, and print your Items Delivered Bill (IDB) to take with you on your route to document deliveries (i.e. signatures, attempted, delivered, etc.). If you do not have access to a PDT, manually complete your IDB for delivery on your route.
6. Ensure all turnaround mail has been processed and sorted for delivery.
7. All items that have been carded should be delivered on the same day to the applicable "Call-For Site" or other facility specified on Schedule "A" (2) – Details of Travel.
8. When authorized by Canada Post, the use of "Safe Drop" of non-signature items should be followed prior to carding items.
9. Check every delivery box assembly, including community mailboxes, street letter boxes, parcel lockers, etc. that includes an outgoing mail slot for use by customers on each and every trip to retrieve mail deposited by customers.
10. Collect all mail from outgoing mail receptacles, including community mailboxes, street letter boxes, parcel lockers, etc. Collect all mail from retail post office on route, as specified on Schedule A. **Note:** Encountering a raised flag

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on a Rural Mail Box is an indication that it may contain outgoing mail that must be retrieved. Deliver the mail, ensuring it is properly identified and segregated as per local mail processing facility requirements or local practice (i.e. S/L, O/S and faced) to the appropriate Postal Facility. **Note:** Place Priority Worldwide items in the hands of a clerk or in the designated area.

11. Complete customer pickups as required.
12. Remove all posters or advertisements that can be easily removed from the outside of mail receptacles at CMB and GMB sites.
13. Provide the LPO with same day notification of any service anomalies that may impede the delivery of mail such as: problems resulting in non-delivery, problems resulting in excessive delay in delivery (+2 hours), unusual mail build-up in or damage to the customer's mail receptacle, recurring addressing problems, detours, constructions, dogs at large, etc.
14. Provide the LPO with same day notification of safety concerns, damaged equipment or street furniture, vandalism, malfunctions, equipment theft or loss, etc. The LPO will discuss and determine a mutually agreeable action plan for the service discrepancies.
15. Provide training to any replacement or helper hired and authorized to provide service on the route. Ensure your replacement receives a copy of the Safe Work Procedures for Contractors. The name and phone number of the replacement or helper must be provided to the LPO.
16. Review the Safe Work Procedures – Rural and Suburban Mail Carrier (RSMC) Delivery and keep a copy with you either at your case or in your vehicle.
17. Deliver required postal equipment to any Retail Post Office (RPO) on your detail of travel (i.e., LFT, polyflute monotainers, etc).
18. At the end of day, after completing your route, return your keys and PDT (if taken on route) to your LPO. If you do not end your day at your originating Depot, follow the established local process for returning keys and PDT.

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### **Neighbourhood Mail Delivery**

1. Unless a delivery date is specified, all Neighbourhood Mail items placed into the work area prior to the start of work must be delivered the same day. For items received up to the point of departure, the RSMC has the option to commence delivery on the same day, or following day or combination thereof.
2. If Neighbourhood Mail is received with a specific delivery date, items must be delivered in accordance to the date specified. Delivery of Neighbourhood Mail on the date received may be required for "Dated" or "Late Receipt" produced identified by the LPO.
3. RSMCs are obligated to follow customers' wishes with respect to Neighbourhood Mail delivery. When encountered with "Consumers Choice", inform the LPO of the customer's request to stop receiving Neighbourhood Mail or, where already stopped, to resume Neighbourhood Mail delivery.
4. Canada Post regulations require that Neighbourhood Mail pieces be delivered individually to the customer's mail receptacle. During the preparation process, Neighbourhood Mail pieces from multiple mailers may be stacked but not inserted into one another.
5. Where there are not sufficient numbers of Neighbourhood Mail to cover all customers on the route, inform the LPO prior to delivery; or, if discovery was made on route, report that point at which product ran out upon return to the Postal Facility to the LPO.
6. Surplus Neighbourhood Mail must be returned to the LPO at the Postal Facility from which the route emanates. The RSMC must never dispose of undelivered Neighbourhood Mail.

### **Business/Counter Stops**

Business/Counter Stops are defined as a "Delivery inside a commercial building" of a customer's civic or physical address (i.e. large volume receivers, educational facilities, etc.). Delivery includes all mail destined to the business POC. The Business/Counter Stops are identified as such on Schedule "A" (2) – Details of Travel.

The RSMC is required to pick up a reasonable quantity of outgoing Lettermail from the customer. The customer should provide the outgoing mail in an organized fashion, segregated (S/L and O/S and faced) as per local requirements.

### **Business/Exterior Stops**

Business/Exterior Stops are defined as "Delivery in a receptacle outside a commercial building" or a customer's civic or physical address (i.e. large volume receivers, educational facilities, etc.).

Delivery includes all mail destined to the business POC. The Business/Exterior is identified as such on the Schedule "A" (2) – Details of Travel.

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### Business/Special Stops

Business Special Stops are defined as a “business with special circumstances” associated with the business (i.e. warehouse) and may include dealing with loading docks, elevators or multiple trips on a regular basis. Delivery includes all items destined to the business POC. The Business Special Stops are identified as such on Schedule "A" (2) - Details of Travel.

The RSMC is required to pick up a reasonable quantity of outgoing Lettermail from the customer. The customer should provide the outgoing mail in an organized fashion, segregated (S/L and O/S and faced) as per local requirements.

### Compensation for Changes in Specifications

During the annual route inspection the RSMC will be required to review and verify any changes to route specifications found on the Schedule “A” (1) – Route Summary and Schedule “A” (2) – Details of Travel. This may include changes in points of call, kilometres traveled, change in volumes of Neighbourhood Mail i.e., flyers, stops for Personal Contact Items and Lock Changes where applicable.

A semi-annual inspection should be completed six months after the Annual Inspection.

**NOTE:** If your route is managed using Point of Call (POC) Maintenance, you must maintain accurate and up to date route information in your POC Maintenance book.

### Changes in Point of Call (POC) and Kilometres (km)

Changes in POC must be authorized by the LPO prior to commencing delivery. Do not effect delivery to a new point of call without first obtaining approval from the LPO. The LPO will update route specifications on an annual basis or when major changes occur or more regularly for RSMCs whose routes are managed through POC maintenance.

### RSMC Log Sheets

The RSMC is required to complete on a daily basis and sign the bi-weekly RSMC Log Sheet, recording the volumes of the following items:

Personal Contact Item		Stops
Neighbourhood Mail	Pieces	
Lock Changes		Total

Keep track of all additions or deletions for Points of Call (POC) and Kilometres (KM) on your route.

The LPO will verify that your RSMC Log Sheets are accurate.

### Neighbourhood Mail

On the Schedule “A” (1) – Route Summary, an average number of full sets of Neighbourhood Mail delivered per week has been included. It includes all Neighbourhood Mail items up to 500 grams in weight. During the annual inspection, the amount of Neighbourhood Mail is recalculated from the actual volume delivered over the past year. A full set is determined by the total number of pieces delivered divided by the total points of call on the route. The annual salary will be adjusted accordingly.

### Personal Contact Items (PCI) Stops

An average weekly volume of PCI stops is included in the Schedule “A” (1) – Route Summary. During the annual inspection, the average is recalculated from the actual number delivered over the past 12 months and the annual salary will be adjusted accordingly for the coming year. A stop is up to 5 items to the same address that can be delivered at one time.

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Note: PCIs for Business Exterior are recorded on the Log Sheet. Business Counter and Business Special stops are not recorded on the Log Sheet.

#### **Lock Changes**

From time to time, there will be a requirement to change locks on individual Community Mail Boxes (CMBs), including Parcel Compartments or Lock Box Assemblies (LBA). These changes are to be performed during the normal course of route delivery. Replacement locks and/or parts can be ordered by the LPO.

#### **Impediments to Delivery**

1. Mail is not to be deposited in a Group Mail Box (GMB) compartment that is not secured with a lock. Customers choosing not to provide a lock must sign a waiver releasing Canada Post Corporation from any responsibility resulting from lost or damaged mail. Until the LPO has indicated a waiver has been signed, do not deliver to this GMB compartment.
2. When faced with inclement weather conditions, the RSMC should, if at all possible, report to the emanating facility at the usual time, sort the route's mail and make a reasonable attempt at delivery.
3. When mail service has been canceled due to weather conditions, routes with less than 5 days per week delivery must perform the delivery on the next business day; or as soon as possible and not later than the next scheduled delivery day.
4. Where the RSMC is unable to follow the regular route and are forced to detour for any cause, a reasonable effort must be made to serve all Points of Call. Full information regarding detours and additional kilometres traveled must be reported to the LPO upon returning to the Postal Facility.
5. The RSMC is not required to attempt delivery of items to the door when dogs are at large which threaten to attack. If the mail receptacle is accessible, a Delivery Notice Card is completed and left in the mail receptacle indicating "dogs at large". If the mail receptacle is not accessible due to a hostile dog, make no further effort to deliver the mail, endorse with date, indicate DOG OUT, initial and return bundle to delivery facility. Inform the LPO of the hazard.

#### **Service Requirements**

1. The frequency of service is five (5) days per week, Monday to Friday unless otherwise indicated on Schedule "A" (1) – Route Summary.
2. Services operating on less than five (5) days per week may be required to operate the route on the day preceding or following the statutory holiday.

#### **Vehicle Specifications – Personal and Corporate Supplied**

1. Vehicles are to be kept clean so as to present a professional image.
2. Ensure vehicle is locked at all times when unattended and mail or corporate properties are in the vehicle.
3. Safeguard all mail, funds, corporate keys and other valuables entrusted to your care and keep under your control.
4. Vehicle must be driven in a safe and courteous manner and obey all provincial and municipal traffic laws and requirements.

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### **Personal Supplied Vehicle**

1. The RSMC is required to provide the vehicle stipulated on Schedule "A" (1) – Route Summary.
2. The vehicle must protect the mail from the weather and other perils, be kept in good physical and mechanical repair.
3. The use of the flashing amber light and corporate signage is mandatory.
4. The vehicle must not display branding, other than Canada Post (must not advertise a 3<sup>rd</sup> party business).

### **Corporate Supplied Vehicle**

1. The RSMC must adhere to the procedures and guidelines identified in the Vehicle Operator's Handbook and always keep a copy on hand for reference.
2. Before a corporate vehicle is put into operation, the RSMC, OCRE or PRE assigned to operate the vehicle must pick up the Vehicle Log Book, keys and fuel card from the office for the assigned vehicle. Prior to driving the vehicle, the assigned employee must conduct the Vehicle Operator's Pre-Trip Inspection (Circle Check) and log any issues/defects using the vehicle defect report and provide a complete form to the Team Leader for further action with Fleet Operations.
3. The RSMC must complete and adhere at all times to the Canada Post Basic Driver Training Program (Online). All RHDV must also complete the "Hands on training" (to be provided by a trainer).
4. After any purchase of fuel, oil or windshield washer fluid with the Canada Post Corporation fuel credit card, the RSMC is required to check that the dollar amount on the transaction slip is correct, write the vehicle number and sign the slip. At the end of the day, after completing the route, the RSMC must remit the signed slip, fuel credit card, keys and log book to the Team Leader (LPO).

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### **Distribution Services**

Follow the current RSMC delivery policy. Note: Policies change from time to time. Always ensure current policy is understood.

Obtain all items for delivery from the LPO prior to departure and ensure all items and pertinent data are captured on the Items Delivered Bill (IDB) or Portable Data Terminal (PDT).

Note: CODs should not to be taken out for POC delivery. Automatic DNC for all transfer points, following the regular call-for process.

### **Reliability Security Clearance Process**

All employees and contractors must obtain a Reliability Security Clearance before commencement of work on an RSMC Route.

When a Contractor (replacement or helper) is hired to perform services on an RSMC route, the following must occur:

- The Security Screening Process must be completed, and,
- The candidate must have been granted a Reliability Status before gaining access to the mail.