

Annex 1

2018 Canada Post Survey Questions**1. How important are Canada Post's delivery services (sending and receiving letters, parcels, etc.) to your business? (Select one)**

- a) Very important
- b) Somewhat important
- c) Not very important
- d) Not important at all
- e) Don't know
- f) Not applicable, my business does not use Canada Post delivery services

2a. Have the current rotating Canada Post strikes negatively affected your business to date? (Select one)

- Yes
- No

2b. If yes, please describe your business's experience:**3. How much have the rotating strikes cost your business to date (e.g. lost orders, using more expensive delivery services, delivering goods yourself, late payments)? (Please enter approximate amount)****4. Do you agree or disagree with the following statements with regards to Canada Post's rotating strikes? (Select one for each line)**

Agree

Disagree

Don't know/Not applicable

- a) The rotating strikes are creating additional uncertainty for my business.
- b) My business will be using Canada Post less in the future as a result of ongoing work disruptions
- c) My business has been able to shift its letters and parcels from Canada Post to alternative delivery services during the strike.
- d) The federal government should use back-to-work legislation for Canada Post workers.

Annex 1

5. Is your business experiencing any of the following during Canada Post's rotating strikes? (Select one for each line)

Yes

No

Don't know/Not applicable

- (a) Shipments to my customers have been delayed
- (b) My business' cash flow is being impacted by delayed cheques/invoices
- (c) I am waiting on products/supplies from other businesses which I use in my own business
- (d) I have had to switch to higher cost delivery services
- (e) I am not hiring seasonal staff due to the uncertainty about when the strike will end
- (f) My customers are not receiving my marketing or advertising products in time to take advantage of sales
- (g) My business' holiday earnings (e.g. Black Friday/Cyber Monday/Christmas) are being negatively impacted

6. Have you heard of CFIB's savings program for low-cost shipping with ShipTime? (Select one)

- Yes, I have used it
- Yes, I am aware but have not used it
- No, I have not used but would interested in learning more

Annex 2

**Canadian Federation of Independent Business
(CFIB) Study:
Small business views on the Canada Post strike
Preliminary Data**

Figure 1

Have the current rotating Canada Post strikes negatively affected your business to date?

Yes, 66% No, 34%

If yes, describe your experience (we received 36 pages of comments; these are a sample):

- In Northern communities we do not have access to as many different options when it comes to sending and receiving mail. We have been delayed in receiving mail (documents and payments) from clients and have had to make alternative arrangements for making payments on account and sending information to clients.
- We don't send product out via Canada Post; however we do count on their services for the delivery of invoices as well as incoming payments to us. Some people may say 'just email your invoices'. We have customers who either do not use email at all, or are not good at checking their incoming messages. This being the case - our invoices go unnoticed, and the end result - we aren't being paid. We have bills to pay as well as committed banking obligations. THIS POSTAL STRIKE IS CRIPPLING US! It is interfering with the regular flow of business and is definitely adding to the STRESS levels.
- We are a trucking company. We are obligated, as are most, to pay our fuel bill to Imperial Oil daily. The fuel check was picked up but has not yet been delivered. Thus rendering our fuel account 'overdue' and preventing us from purchasing fuel. Essentially shut the company down as a trucking company without fuel is not very productive. I have not yet calculated the downtime costs as I am afraid to.
- We cannot send our packages confidently via Canada Post so we have to use courier which costs more and doesn't service all locations we need. Also, we are not receiving payments on time and other mail. Extremely inconvenient and disruptive. They should not be allowed to strike as this is almost an essential service.
- This has delayed some payments from customers and has forced us to go to commercial banking so we can pay our suppliers by EFT. This will have a permanent effect on the post office as when they return to work, we will not be returning to mailing our payments.
- We have not received payments on services for the past 2 weeks for 40% of our clients, whom are elderly and uncomfortable with electronic payments. This has impacted our Accounts Receivables by approx. \$80K
- Many contract renewals were mailed to customers at the end of October. Many customers have been calling to advise they have not received a new contract. Some went with other companies because they thought we were not interested. We have had to call every customer to make sure they received the contract.

Annex 2

Figure 2

Do you agree or disagree with the following statements with regards to Canada Post's rotating strikes? (% response)

The federal government should use back-to-work legislation for Canada Post workers	71% Agree	15% Don't Know/ Not Applicable	12% Disagree
The rotating strikes are creating additional uncertainty for my business	65% Agree	11% Don't Know/ Not Applicable	22% Disagree
My business will be using Canada Post less in the future as a result of ongoing work disruptions	64% Agree	19% Don't Know/ Not Applicable	15% Disagree
My business has been able to shift its letters and parcels from Canada Post to alternative delivery services during the strike	56% Agree	13% Don't Know/ Not Applicable	29% Disagree

Figure 3

Is your business experiencing any of the following during Canada Post's rotating strikes?

My business' cash flow is being impacted by delayed cheques/invoices	67% Yes	6% Don't Know/ Not Applicable	26% No
I have had to switch to higher cost delivery services	53% Yes	10% Don't Know/ Not Applicable	35% No
I am waiting on products/supplies from other businesses which I use in my own business	41% Yes	13% Don't Know/ Not Applicable	45% No
Shipments to my customers have been delayed	36% Yes	20% Don't Know/ Not Applicable	42% No
My customers are not receiving my marketing or advertising products in time to take advantage of sales	17% Yes	39% Don't Know/ Not Applicable	42% No
My business' holiday earnings (e.g. Black Friday/Cyber Monday/Christmas) are being negatively impacted	14% Yes	41% Don't Know/ Not Applicable	44% No
I am not hiring seasonal staff due to the uncertainty about when the strike will end	7% Yes	40% Don't Know/ Not Applicable	51% No

Figure 4

How important are Canada Post's delivery services (sending and receiving letters, parcels, etc.) to your business? (% response)

Very important, 56%	Somewhat important, 30%	Not very important, 9%	Not important at all, 4%
Don't know, 0%	Not applicable, my business does not use Canada Post delivery services, 0%		

Source: CFIB National Canada Post Survey Preliminary Data, Nov 19-20, n=3,865

*NB that totals may not add due to rounding.

Annex 3

Statistical Data of Responses to Question 3 of CFIB 2018 Canada Post Survey

Question 3.

How much have the rotating strikes cost your business to date (e.g. lost orders, using more expensive delivery services, delivering goods yourself, late payments)?

Province	Yukon	Northwest Territories	British Columbia	Alberta	Saskatchewan	Manitoba	Ontario	Québec	New Brunswick	Nova Scotia	Prince Edward Island	Newfoundland and Labrador	Total
Valid N	\$ 4.00	\$ 6.00	\$ 263.00	\$ 344.00	\$ 81.00	\$ 88.00	\$ 1 129.00	\$ 252.00	\$ 68.00	\$ 91.00	\$ 8.00	\$ 33.00	\$ 2 367.00
Sum	\$ 2 800.00	\$ 19 500.00	\$ 659 127.00	\$ 964 513.00	\$ 121 816.00	\$ 281 650.00	\$ 3 176 096.00	\$ 669 589.00	\$ 128 430.00	\$ 211 710.00	\$ 16 200.00	\$ 74 150.00	\$ 6 305 581.00
Mean	\$ 700.00	\$ 3 250.00	\$ 2 506.19	\$ 2 803.82	\$ 1 503.90	\$ 2 973.30	\$ 2 813.19	\$ 2 657.10	\$ 1 888.68	\$ 2 326.48	\$ 2 025.00	\$ 2 246.97	\$ 2 663.95
Median	\$ 750.00	\$ 2 000.00	\$ 500.00	\$ 1 000.00	\$ 500.00	\$ 750.00	\$ 1 000.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 1 600.00	\$ 500.00	\$ 1 000.00
Minimum	\$ 300.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Maximum	\$ 1 000.00	\$ 10 000.00	\$ 25 000.00	\$ 25 000.00	\$ 10 000.00	\$ 25 000.00	\$ 25 000.00	\$ 25 000.00	\$ 15 000.00	\$ 25 000.00	\$ 5 000.00	\$ 20 000.00	\$ 25 000.00

Number of Employees	0-4	5-19	20-49	50-99	100-499	500+	Total
Valid N	883	1090	282	73	37	2	2367
Sum	1851042	2999543	943446	330000	180450	1100	6305581
Mean	2096.3	2751.9	3345.6	4520.5	4877.0	550.0	2664.0
Median	500.0	1000.0	1000.0	1000.0	2500.0	550.0	1000.0
Minimum	0	0	0	0	0	100	0
Maximum	25000	25000	25000	25000	25000	1000	25000

Statistical Data of Responses to Question 3 of CFIB 2018 Canada Post Survey

Question 3.

How much have the rotating strikes cost your business to date (e.g. lost orders, using more expensive delivery services, delivering goods yourself, late payments)?

CFIB Major Industrial Sector	Agriculture	Natural Resources	Construction	Manufacturing	Wholesale	Retail	Transportation	Arts, Recreation & Information
Valid N	95	12	315	306	237	472	76	45
Sum	\$252 870.00	\$ 22 500.00	\$ 896 616.00	\$ 973 200.00	\$850 862.00	\$ 1 101 023.00	\$ 215 871.00	\$ 102 170.00
Mean	\$ 2 661.79	\$ 1 875.00	\$ 2 846.40	\$ 3 180.39	\$ 3 590.14	\$ 2 332.68	\$ 2 840.41	\$ 2 270.44
Median	\$ 500.00	\$ 500.00	\$ 1 000.00	\$ 1 000.00	\$ 2 000.00	\$ 628.50	\$ 500.00	\$ 1 000.00
Minimum	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Maximum	\$ 25 000.00	\$ 10 000.00	\$ 25 000.00	\$ 25 000.00	\$ 25 000.00	\$ 25 000.00	\$ 20 000.00	\$ 15 000.00
CFIB Major Industrial Sector	Finance, Insurance, Real Estate & Leasing	Professional Services	Enter-prises & Administrative Management	Social Services	Hospitality	Personal, Miscellaneous Services	Unclassified Industries	Total
Valid N	86	258	78	68	63	162	94	2367
Sum	\$258 819.00	\$ 465 849.00	\$ 266 620.00	\$ 143 200.00	\$ 95 940.00	\$ 377 641.00	\$ 282 400.00	\$ 6 305 581.00
Mean	\$ 3 009.52	\$ 1 805.62	\$ 3 418.21	\$ 2 105.88	\$ 1 522.86	\$ 2 331.12	\$ 3 004.26	\$ 2 663.95
Median	\$ 1 000.00	\$ 500.00	\$ 1 000.00	\$ 500.00	\$ 200.00	\$ 500.00	\$ 1 000.00	\$ 1 000.00
Minimum	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Maximum	\$ 25 000.00	\$ 25 000.00	\$ 25 000.00	\$ 25 000.00	\$ 15 000.00	\$ 25 000.00	\$ 25 000.00	\$ 25 000.00