

From: HO, Emp Comms
Sent: March 4, 2011 9:42 AM
To: HO, Emp Comms
Subject: STDP and Personal Days Survey Results

STDP and Personal Days Survey Results

As part of our ongoing monitoring of the implementation of the Short-Term Disability Program (STDP) and Personal Days at Canada Post, two surveys have been conducted asking APOC-represented employees for feedback on their experiences. The two surveys, conducted from April 26 to May 7 and December 1 to 8, 2010, consisted of questions asking whether employees had requested planned or urgent Personal Days and if those requests had been granted.

Audience: All APOC-represented employees and their team leaders
A message from Doug Jones, Senior Vice-president, Operations and François Goulet, National President, Association of Postal Officials of Canada

The successful implementation of Personal Days is important to all of us; the use of Personal Days is a cultural change at Canada Post for both employees and team leaders.

We are pleased with the survey results, which showed that:

- 89 per cent of planned Personal Day requests have been approved.
- There was an across-the-board improvement in Personal Day requests being approved in the recent survey compared to the results of the earlier survey.
- A few urgent Personal Day requests had not been approved.

While the survey responses showed us that we are moving in the right direction, there are still areas that can be improved upon. For example, we are concerned that a few urgent Personal Day requests were not approved in 2010 and we are looking into how we can improve this situation in 2011.

Personal Days are available to employees for either planned or urgent time away from work. In urgent situations (personal illness, urgent family issue, etc.), employees must inform their team leader that they need to be absent from work. All urgent Personal Days should be approved by team leaders.

Planned Personal Days must be requested by employees in advance. Team leaders are encouraged to approve as many planned Personal Day requests as possible while still taking into consideration the requirements of their operations. If a planned Personal Day cannot be approved because of operational requirements, an alternative solution should be sought between the team

leader and the employee. For example, Personal Days can be taken in smaller intervals down to 15-minute increments.

We would like to thank everyone who participated in the surveys. Personal Days and the STDP deliver more flexibility to employees by enabling them to manage personal time and by providing protection in the event of a serious illness or accident. Your survey responses not only show us the success of the program to date, but also highlight any challenges we need to focus on in the future.