



# Canada Post Anti-Racism and Anti-Discrimination Charter

As one of Canada's largest employers, with a presence in every community and having a diverse workforce, we at Canada Post are committed to ensuring that employees, contractors and customers who work at or visit our facilities are safe and free from racism or discrimination.

1.0 Canada Post condemns all forms of racism and discrimination and is committed to eliminating them in its workplace.

2.0 This Charter demonstrates our zero tolerance for all forms of racism and discrimination.

3.0 It applies to anti-Asian, anti-Black, anti-Indigenous, antisemitic, homophobic, Islamophobic, transphobic, anti-disability, sexism or any prohibited grounds in the human rights legislation\*.

\* Prohibited grounds in the human rights legislation include the following: ability, gender, race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

#### 4.0 Canada Post acknowledges the following:

- 4.1 Racism and discrimination exist at Canada Post and in the communities we serve.
- 4.2 Racism and discrimination have many forms including individual and systemic; subtle and overt; conscious and unconscious; hostility; negative stereotyping; and patriarchy.
- 4.3 Many of our employees, contractors and customers endure the pain and injustice of racism or discrimination. These impact their physical, mental, emotional, economic, social and spiritual health.
- 4.4 Racism and discrimination conflict with our corporate values and limit our ability to achieve a healthy and safe environment for employees and customers.

#### 5.0 Canada Post commits to the following:

- 5.1 Ensuring all employees have a healthy and safe workplace free from racism and discrimination.
- 5.2 Taking all reported incidents of racism and discrimination seriously, including any type of corresponding retaliation, immediately investigating them and taking appropriate follow-up action.
- 5.3 Acknowledging, supporting and trusting employees who have witnessed or experienced racism and discrimination and working toward breaking down systemic racism and discrimination.
- 5.4 Creating an environment where all employees, contractors and customers feel safe to “stand up and speak out” in allyship against acts of racism and discrimination.
- 5.5 Focusing our efforts on identifying and addressing the root causes of racism and discrimination in our organization and places of work, and providing tools such as education, incident reporting processes and remedies for when such prohibited acts might take place.
- 5.6 Continuing to recognize and promote diversity in the workplace through the equity and diversity action plans.
- 5.7 Carrying out these commitments in consultation with and participation of employee resource groups (ERGs) and bargaining agents, in accordance with applicable collective agreements.

**All forms of racism and discrimination violate the *Canada Post Code of Conduct* and the law. All employees and customers are expected to comply with this Charter. Violations may result in serious consequences for employees and expulsion for customers.**

When it comes to promoting equity and diversity and eliminating discrimination, alignment on terminology matters. The following working definitions enable us to have a common understanding of various forms of racism and discrimination and to engage in a dialogue to end all forms of racism and discrimination.

## Terminology

### Anti-Asian racism

In Canada, anti-Asian racism refers to historical and ongoing discrimination, negative stereotyping and injustice experienced by peoples of Asian descent, based on others' assumptions about their ethnicity and nationality. Peoples of Asian descent are subjected to specific overt and subtle racist tropes and stereotypes at individual and systemic levels, which lead to their ongoing social, economic, political and cultural marginalization, disadvantage and unequal treatment. These include perceptions of being a "yellow peril," a "perpetual foreigner," a "model minority," "exotic" or "mystic." These stereotypes are rooted in Canada's long history of racist and exclusionary laws, and often mask racism faced by peoples of Asian descent, while erasing their historical contributions to building Canada. The term Asian encompasses a wide range of identities that the very term Asian can obscure. While all may experience being "otherized," specific experiences of anti-Asian racism vary. Some are constantly being perceived to be a threat, some face gendered exoticification and violence, some are more likely to be subjected to online hate and racist portrayals in the media, while others face Islamophobia and other forms of religious-based discrimination.

Source: [Building a Foundation for Change: Canada's Anti-Racism Strategy 2019–2022](#)

### Antisemitism

Antisemitism is latent or overt hostility, or hatred directed toward, or discrimination against, individual Jewish people or the Jewish people for reasons connected to their religion and ethnicity, and their cultural, historical, intellectual and religious heritage.

Source: [Government of Ontario, Anti-Racism Directorate Glossary](#)

### Anti-Indigenous racism

Anti-Indigenous racism is the ongoing race-based discrimination, negative stereotyping and injustice experienced by Indigenous Peoples within Canada. It includes ideas and practices that establish, maintain and perpetuate power imbalances, systemic barriers and inequitable outcomes that stem from the legacy of colonial policies and practices in Canada. Systemic anti-Indigenous racism is evident in discriminatory federal policies such as the *Indian Act* and the residential school system. It is also manifest in the over-representation of Indigenous Peoples in provincial criminal justice and child welfare systems, as well as inequitable outcomes in education, well-being and health. Individual lived experiences of anti-Indigenous racism can be seen in the rise in acts of hostility and violence directed at Indigenous Peoples.

### Anti-Black racism

Anti-Black racism is prejudice, attitudes, beliefs, stereotyping and discrimination that is directed at people of African descent and is rooted in their unique history and experience of enslavement and its legacy. Anti-Black racism is deeply entrenched in Canadian institutions, policies and practices, to the extent that anti-Black racism is either functionally normalized or rendered invisible to the larger white society. Anti-Black racism is manifest in the current social, economic, and political marginalization of African Canadians, which includes unequal opportunities, lower socio-economic status, higher unemployment, significant poverty rates and over-representation in the criminal justice system.

## Anti-racism approach

Anti-racism is a process, a systematic method of analysis and a proactive course of action rooted in the recognition of the existence of racism, including systemic racism. Anti-racism actively seeks to identify, remove, prevent and mitigate racially inequitable outcomes and power imbalances between groups, and change the structures that sustain inequities.

## Cultural safety

A culturally safe environment is physically, socially, emotionally and spiritually safe. There is recognition of and respect for the cultural identities of others, without challenge or denial of an individual's identity, who they are, or what they need. Culturally unsafe environments diminish, demean or disempower the cultural identity and well-being of an individual.

## Discrimination

Discrimination is an action or a decision that treats a person or a group badly for reasons such as their race, age or disability. These reasons, also called grounds, are protected under the *Canadian Human Rights Act*.

Source: [Canadian Human Rights Commission](#)

## Ethnic groups

Refers to a person's ethnic or cultural origins. Ethnic groups have a common identity, heritage, ancestry or historical past, often with identifiable cultural, linguistic and/or religious characteristics.

## Indigenous people

Indigenous people identify as being descended from the Original Peoples of what is currently known as Canada. In this context, Indigenous Peoples include people who may identify as First Nations (status and non-status), Métis and/or Inuit and any related identities.

## Intergenerational trauma

Historic and contemporary trauma that has compounded over time and been passed from one generation to the next. The negative effects can impact individuals, families, communities and entire populations, resulting in a legacy of physical, psychological and economic disparities that persist across generations. For Indigenous Peoples, historical trauma includes trauma created as a result of the imposition of assimilative policies and laws aimed at attempted cultural genocide, including the annihilation of Indigenous Nations, the imposition of the *Indian Act* and the forcible removal of Indigenous children to residential schools.

Contemporary trauma includes the disparities in access to basic human rights, including clean water, safe housing and minimum standards of income as well as ongoing lack of access to equity in justice, health and child welfare services. Contemporary trauma also includes forced relocation away from ancestral territories and ongoing disputes about Indigenous governance, jurisdiction and decision-making related to resource and other development occurring within Indigenous territories.

Other examples of intergenerational trauma include the ongoing legacies of slavery of people of African descent, as well as the impacts of racial segregation, and the long histories and contemporary forms of racial oppression and violence directed at Black and racialized individuals and communities.

## Intersectionality

Intersectionality is the way in which people's lives are shaped by their multiple and overlapping identities and social locations, which, together, can produce a unique and distinct experience for that individual or group, for example, creating additional barriers, opportunities and/or power imbalances.

## **Islamophobia**

Islamophobia is racism, stereotypes, prejudice, fear or acts of hostility directed toward individual Muslims or followers of Islam in general. In addition to individual acts of intolerance and racial profiling, Islamophobia can lead to viewing and treating Muslims as a greater security threat on an institutional, systemic and societal level.

## **Patriarchy**

Patriarchy is a system of relationships, beliefs and values embedded in political, social and economic systems that structure gender inequality between men and women. Attributes seen as “feminine” or pertaining to women are undervalued, while attributes regarded as “masculine” or pertaining to men are privileged.

## **Race**

Race is a term used to classify people into groups based principally on physical traits (phenotypes) such as skin colour. Racial categories are not based on science or biology but on differences that society has created (i.e. “socially constructed”), with significant consequences for people’s lives. Racial categories may vary over time and place and can overlap with ethnic, cultural or religious groupings.

## **Racial equity**

Racial equity is the systemic fair treatment of all people. It results in equitable opportunities and outcomes for everyone. It contrasts with formal equality where people are treated the same without regard for racial differences. Racial equity is a process (such as meaningfully engaging with Indigenous, Black and racialized clients regarding policies, directives, practices and procedures that affect them) and an outcome (such as equitable treatment of Indigenous, Black and racialized clients in a program or service).

## **Racial inequality**

A disparity in opportunity and treatment that occurs as a result of someone’s race.

## **Racialization**

Racialization is a process of delineating group boundaries (races) and allocation of persons within those boundaries by primary reference to (supposedly) inherent and/or biological (usually phenotypical) characteristics. In this process, societies construct races as “real,” different and unequal in ways that matter to economic, political and social life.

## **Racialized persons or groups**

Racialized persons and/or groups can have racial meanings attributed to them in ways that negatively impact their social, political and economic life. These meanings include but are not necessarily limited to people classified as “visible minorities” under the Canadian census and may include people impacted by antisemitism and Islamophobia.

## **Racism**

Racism includes ideas or practices that establish, maintain or perpetuate the racial superiority or dominance of one group over another.

## **Religion**

Religion is any religious denomination, group, sect or other religiously defined community or system of belief and/or spiritual faith practices.

## **Systemic racism**

Systemic racism consists of organizational culture, policies, directives, practices or procedures that exclude, displace or marginalize some racialized groups or create unfair barriers for them to access valuable benefits and opportunities. This is often the result of institutional biases in organizational culture, policies, directives, practices and procedures that may appear neutral but have the effect of privileging some groups and disadvantaging others.

## **Stereotypes**

Qualities ascribed to individuals or groups that are based on misconceptions, false generalizations and/or oversimplifications that potentially result in stigmatization. A race-based stereotype is a quality ascribed to individuals/groups related to race. Stereotypes can perpetuate racism and racial discrimination and give rise to racial inequalities.

Source: [Government of Ontario, Anti-Racism Directorate Glossary](#)

## **Corporate policies outline Canada Post's commitments or expectations on issues of importance to its business operations and reputation.**

### **Canada Post Code of Conduct**

The [Canada Post Code of Conduct](#) is based on our corporate values and corporate policies as well as the business practices and ethical behaviours that define the standards of business conduct to which Canada Post employees hold themselves and others accountable.

### **No Discrimination/No Harassment Policy**

Harassment of employees, customers or prospective employees at Canada Post is unacceptable workplace conduct and will not be tolerated. Any employee found to be engaging in any type of discrimination or harassment is subject to corrective or disciplinary measures, up to and including dismissal.

### **Workplace Harassment and Violence Prevention Policy**

Canada Post will not tolerate any form of workplace harassment or violence. All reported incidents of workplace harassment and violence will be considered serious and will be promptly acted upon.