

RESULTS: 2018 Canada Post Survey

Survey method: Web
 Survey period: November 19 – November 23, 2018
 Tabulation date: November 23, 2018
 Total responses 5,714
 For comparison purposes, a probability sample with the same number of respondents would have a margin of error of plus or minus [1.3] per cent, 19 times out of 20.

% Response

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

52,4	Very important
31,9	Somewhat important
11,2	Not very important
3,8	Not important at all
0,0	Don't know
0,8	Not applicable, my business does not use Canada Post delivery services

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

61,3	Yes
38,7	No

If yes, please describe your business's experience:

If Q2 = Yes, then ask Q3, otherwise skip to Q4

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)

\$ 2587.4 Mean

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
The rotating strikes are creating additional uncertainty for my business.	61,1	25,6	13,4
My business will be using Canada Post less in the future as a result of ongoing work disruptions.	62,6	21,4	16,0
My business has been able to shift its letters and parcels from Canada Post to alternative delivery services during the strike.	57,0	29,0	14,0
The federal government should use back-to-work legislation for Canada Post workers.	70,6	13,5	15,9

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
Shipments to my customers have been delayed	34,7	43,3	22,0
My business' cash flow is being impacted by delayed cheques/invoices	64,2	28,4	7,4
I am waiting on products/supplies from other businesses which I use in my own business	38,6	47,6	13,8
I have had to switch to higher cost delivery services	51,8	37,0	11,3
I am not hiring seasonal staff due to the uncertainty about when the strike will end	6,3	52,8	40,9
My customers are not receiving my marketing or advertising products in time to take advantage of sales	14,6	43,5	41,9
My business' holiday earnings (e.g. Black Friday/Cyber Monday/Christmas) are being negatively impacted	12,4	45,6	41,9

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

10,4	Yes, I have used it
49,6	Yes, I am aware but have not used it
39,9	No, I have not used but would be interested in learning more

"back-to-work legislation"

Back-to-work legislation: Law passed by the government — federal or provincial — that orders an end to a labour-management dispute. Back-to-work legislation ends a strike or lockout by either imposing a binding arbitration process on the two parties of a labour dispute or a new contract

without negotiation. This law was last used by the federal government in June 2011, to force Canada Post employees back to work.