

Just the other day the Post Office had the unmitigated gall to place an advertisement in the *Toronto Star* and *The Toronto Sun* claiming it would deliver a five-pound package for \$1.40. I thought the hon. member for Peterborough (Mr. Domm) might be annoyed because the weight was not given in metric. Maybe they are learning something. Anyway, it will send a five pound package from Toronto to Sudbury, or Sarnia or Montreal or wherever you want it to go, for \$1.40.

One of my constituents, Mrs. Claire Kohlmeier sent a bunch of parcels to British Columbia for Christmas. Of course, they never got there. The Postmaster General wrote to her about the problem and the letter states, in part:

However, we are aware of deficiencies in the service, particularly with the late delivery of mail in the Vancouver and surrounding area over the past few months.

That is the Postmaster General's excuse for the fact that Mrs. Kohlmeier's parcels were junked up. Yet the advertisement promises to deliver a five pound parcel for \$1.40. It is no wonder that people use courier services. If you want your mail to get to its destination, you would use them too, or the bus service or Air Canada or someone who is prepared to take decent care of your mail.

That practice must cease under this corporation, Mr. Speaker. If it does not cease, then the corporation's existence must terminate and we must find another way of handling the mail. There is no excuse for this kind of thing and it should not be allowed to continue. There should be a time limit—I would suggest no more than five years—in which the corporation must demonstrate that it can do the job because, if it cannot, somebody else can.

I expect the minister or whoever takes over the corporation to do something about the management problems. At the moment, the payroll system is run by the Department of Supply and Services. It was designed for office help who are paid the same amount every month on a monthly basis.

● (2050)

However, the Post Office is not an office. The Post Office is more like a manufacturing organization where people are paid by the hour. If they work overtime, they expect to get their overtime pay.

Last fall there was a dispute in the Post Office with respect to clerks. They are not in the same union as the regular postal people, they are in the clerks' union. A number of sorters in the Post Office had to work overtime. Grievance after grievance after grievance was filed in connection with their overtime pay. It was not until February that my constituents who worked overtime in October were finally paid, notwithstanding the fact that their union officers and management people allegedly telephoned Ottawa and even the office of the Postmaster General. The red tape went on and on. They finally got their money.

How can we keep labour happy if we do not want to pay them? If we ask a person to work overtime and we do not want to pay him for it, what can we expect? I can tell this House what we can expect. We can expect the kinds of stupid

### *Canada Post Corporation Act*

grievances we find in the CUPW bulletin I have in my hand. We find people asking for entitlement to 20 weeks' paid maternity leave. They want January 2 and May Day off. They want double time for over time. If they work nights, they want a weeks' holiday for every two months' work. They want pay and employment conditions far in advance of what any private sector employee could begin to think about demanding. This is because they are so darned mad at the idiots who have been running the Post Office that finally in frustration they make union demands which they know, or ought to know, are absolutely ridiculous. Instead of organizing people, directing them and making them feel they are part of the organization and part of the team, the management does not do that. It treats them as slobs. It treats them scurrilously. It is no wonder these people get their backs up. Sure, they make demands. Sure, they file grievances. I do not blame them. If there is not a change in the operation and management of this Post Office in this new corporation, then it will not work.

The Postmaster General made some fine claims about Clause 68. I did not speak about that clause tonight because I do not know everything about labour problems other than how to keep most of the people who have ever worked for me pretty happy with me. I have never been involved in a strike, and I do not expect to be. Normally people do not strike. We work things out in Canada. We work things out in business. That is how to make a profit in business, but we must retain the right to discharge people on certain grounds. There must be management which is prepared to get tough when people are behaving absolutely wrongly. Management must be tough when there is uncontradicted evidence. When management personnel know that people sleep on the job behind piles of mail sacks, when management personnel know that people are beaten up because they do not consent to homosexual activity or when management people know that there are active dope peddlers involved in an organization, then the management people ought not to be worried about firing people and putting them out. When a group of people like that is in an establishment, then it is time management was capable of showing leadership, purpose and honesty.

It is time we had a management system prepared to give direction in the Post Office and prepared to give incentives. All people are not worth the same money per hour. Some people work harder than others. Some people show ability and initiative. Some people can produce better than others, and we have to show that in the pay packet. We could do much in this country if we gave people who walk the streets and pound the pavement for the postal corporation incentive pay packages. We could do something to improve productivity because that is where it is all at in this country. It is not what we pay a man per hour that counts; it is what he produces per hour. The management of this corporation had better organize itself to make sure it is prepared to reward people for productivity because that is what is important. We must look at productivity in everything we do, particularly in the Post Office, where in some parts productivity is as low as it ever could be. We must develop incentives so that people will produce more