

*Government Orders*

Canada Post understands the importance of showing its appreciation to outstanding employees and now singles out and rewards exceptional performance through its silver and golden postmark awards. Each year employees in every division of the corporation may nominate their co-workers for the 10 categories of the silver postmark recognition awards. The awards go to employees for exceptional achievement in such areas as community or humanitarian work, or for those who go beyond the call of duty to make that special effort which meets customers' needs.

From among these winners, those whose actions or involvement truly stand out are selected to receive the national golden postmark awards. Let me tell the House about some of last year's winners.

Mark Eisenbraun, a retail representative in Keswick on Lake Simcoe, received a call from local police advising him that some stolen mail had been found floating in a swamp. While two co-workers collected letters at the edge of the marsh, Eisenbraun got a wet suit, a large net and waded into the middle of the swamp to get the rest.

John Brady, an operations manager in Victoria, spent seven hours on a Christmas Day making sure a local high school basketball team would be able to attend the Cotton Bowl in Dallas as planned. Responding to a last minute call from the coach, Brady found the team's package containing airline tickets, food vouchers and football game tickets, saving the trip.

Crystal Trider, an industrial engineer in Halifax, was working on a Saturday, the day before Father's Day. Among the mail arriving at her plant that day were Father's Day cards which had been sent in Canada Post's special occasion envelopes. Of course these had not been sent in time for delivery but she volunteered to deliver them herself. Her initiatives made the holiday even more special for dozens of dads in the Halifax area.

These are some examples of the outstanding people who work at Canada Post, people who believe that a job is more than job security and good wages, people who believe that satisfaction comes from doing a job well and not just meeting but exceeding the expectations of Canadians.

This is one of the ways Canada Post is recognizing employees. There is also the employee involvement program which encourages staff to submit ideas which cut costs, improve operations and increase productivity.

Winning employees receive a percentage of the first year cost saving their ideas brought to the corporation.

Canada Post has also developed a scholarship program which provides financial help to 90 sons and daughters of CPC employees who are attending post-secondary institutions.

There is also a commitment to internal training programs so that employees can confidently operate the new state of the art equipment that is continually being introduced in mail processing plants.

In 1989 Canada Post introduced the Heritage Club, with membership restricted to long service and retired employees and their spouses. Currently there are 29,000 members: 11,000 who have retired, 5,000 who are still part of the work force and have 25 years of service, and 13,000 spouses.

Community involvement is the key to the Heritage Club's mandate. The activities of individual club chapters receive some financial assistance for local community enhancement.

Other activities have a community orientation. Canada Post employees across Canada volunteer their time for the Santa letter writing program sponsored by the corporation. This year alone, thousands of employees volunteered their time to answer over one million letters written to Santa's special HOH OHO postal code.

Thousands of people volunteer their time to answer the letters. I understand that even some of the most militant CUPW members participate in responding to letters that come from all over the world and are written in many different languages. The program adds something special to our employees' holiday season and generates goodwill on behalf of Canada throughout the world.

These are some of the good things that are helping to ensure that postal workers share in the sense of progress at Canada Post. The examples I have mentioned clearly show that things are evolving in a positive way at Canada Post. The share savings plan will build on this in a positive way.

The share savings plan will provide an incentive for employees to increase Canada Post's financial performance and thus increase the value of their shares. It will attract, motivate and retain highly qualified employees and recognize their contribution. It will permit all employees to acquire and own a piece of the corporation