

Food Mail Program



From anywhere... to anyone



Delivering healthy food at lower prices



Customer Guide



The Food Mail Program is brought to you by:



Indian and Northern
Affairs Canada

Affaires indiennes
et du Nord Canada



From anywhere... to anyone



Health
Canada

Santé
Canada

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1 Introduction

Canada Post provides Air Stage Freight service, funded by the Government of Canada, under the Food Mail Program. This program fulfills a commitment by the government to subsidize the shipment of nutritious perishable food and other essential items by air into isolated northern communities within Canada.

1.1 The purpose of this Guide

The purpose of this Guide is to provide a single reference document for mailers, shippers, community leaders and program administrators. This Guide sets out the products that are eligible and ineligible, the designated entry and destination points, the preparation guidelines, food category definitions and the defined roles of both Canada Post and Indian and Northern Affairs Canada (INAC).

Commercial Air Stage Freight service is available only in accordance with the *Canada Post Corporation Act*. This Customer Guide forms part of the Agreement between you and Canada Post, explaining the terms and conditions under which this service is provided.

1.2 How to reach us

By Phone

Call our toll-free Customer Service number at 1-888-550-6333 for general inquiries and information.

For specific inquiries regarding your Invoice, Statement of Account or Credit Application, please call 1-800-267-7651.

By Internet

Visit our Web site at www.canadapost.ca

1.3 Additional information sources

For information regarding the Food Mail Program, please contact:

FOOD MAIL PROGRAM
INDIAN AND NORTHERN AFFAIRS CANADA
OTTAWA ON K1A 0H4

TEL (819) 994-4810 / (819) 994-1909

FAX (819) 994-6769

E-MAIL foodmail@inac.gc.ca

Canadian Addressing Standards

Basic addressing requirements are outlined in this Customer Guide. Detailed specifications on addressing standards are provided in *The Canadian Addressing Standards Handbook*.

The Canada Postal Guide

This Guide provides further details on associated information such as Northern Air Stage points.

2 Service Overview

2.1 What is Commercial Air Stage Freight?

Commercial Air Stage Freight service is provided for items shipped to any one of the destinations designated under the Food Mail Program. Indian and Northern Affairs Canada (INAC) provides funding to cover part of the cost of providing commercial air parcel service to approximately 140 isolated northern communities. As a result, you benefit immediately from the discounted rate, with no added administrative delay.

Food Mail Program objectives

The principal objective of the Program is to reduce the cost of nutritious perishable food and other essential items, thereby improving nutrition, health and well-being in isolated communities that do not have year-round surface transportation.

Program administration

The Food Mail Program, managed by INAC, is administered by Canada Post according to the Agreement between Canada Post and INAC. INAC also consults with Health Canada on all aspects of this program relating to health and nutrition.

Service is provided using Canada Post's contracted transportation network. Canada Post's role is to provide Air Stage Freight service to all air stage destinations from specific Entry Points at least once a week, as defined within the Food Mail Program. As well, Canada Post ensures that all items shipped are eligible according to the rules established by INAC.

2.2 Service options

The Food Mail Program is a basic freight delivery service with no add-on options such as Insurance, Signature, Delivery Confirmation or Collect on Delivery.

Contracted parcel pick-up service is not available for the Food Mail Program. Shippers are required to deposit at designated Entry Points.

2.3 Service standards

Program Service Standards are based on the category of the product shipped. Non-food items and non-perishable food arrive at their destination within 72 hours after verification at the designated entry point. Perishable food items arrive at their destination within 48 hours. Using existing contracted, commercial transportation, a minimum of one shipment per week has been scheduled for each air stage destination. Canada Post, however, currently exceeds the minimum requirement in the majority of the designated destinations.

3 Contents and Physical Dimensions

3.1 What we can and cannot ship

We will ship just about anything that you need to send, in almost any shape and size up to 30 kg. However, Canada Post cannot accept any item which is prohibited by law or which contains products or substances that could harm Canada Post employees, soil or damage equipment or other shipments; or which fails to meet applicable shipping requirements; or which is improperly or insecurely packed or wrapped.

The following is a list of items that we cannot ship:

- Intoxicating beverages
- Narcotics, as defined in the *Narcotics Control Act* or the regulations made pursuant to that Act
- Controlled and restricted drugs, as defined in the *Food and Drugs Act* or the regulations made pursuant to that Act
- Samples of drugs unless addressed to doctors, dentists, veterinary surgeons or registered pharmacists, in accordance with the Food and Drug regulations

Canada Post is bound by the *Transportation of Dangerous Goods Act* and regulations, and cannot ship Dangerous Goods. Dangerous Goods include the following nine classes of goods:

- Explosives
- Poisonous and infectious substances
- Compressed or liquefied gases
- Flammable liquids
- Corrosive materials
- Flammable solids
- Miscellaneous dangerous goods
- Oxidizers and organic peroxides
- Radioactive materials

It is important to note that Dangerous Goods can be found in everyday items or commodities. If you are uncertain whether the items you intend to ship are dangerous, you should verify with the manufacturer/supplier or call Canada Post Customer Service at 1-888-550-6333.

Additional items may also be unacceptable for shipping, as specified under Canada Post's Non-mailable Matter Regulations.

Food and non-food shipments

Food shipments are subject to certain restrictions, including program compliance inspection, food quality assurance and proper packaging inspection at the point of entry.

All eligible items fall into one of the following categories:

- **Nutritious Perishable Food (includes fresh and frozen)**
- **Non-Perishable Food**
- **Non-Food**

These categories contain ineligible items:

- **Convenience Perishable Food**
- **Foods of Little Nutritional Value**
- **Non-Food**

In addition, from time to time, pilot projects may be undertaken to provide for the shipment of priority perishable foods to pilot communities at a reduced rate.

Steps to evaluating eligibility

Steps Action

1. Ensure that the item is listed within one of the three eligible categories:

Nutritious Perishable Food

Non-Perishable Food

Non-Food

2. If not, then verify that the item is not listed as one of the ineligible items:

Convenience Perishable Food

Foods of Little Nutritional Value

Non-Food

3. If the specific item is not listed among the eligible or ineligible items, is it similar to one of the items in either list?

If eligibility cannot be determined, contact Indian and Northern Affairs Canada for an evaluation.

Quick Reference Charts

Changes, additions and deletions, as well as rulings issued in response to customers' inquiries, will be posted on the INAC Web site at www.inac.gc.ca.

Nutritious Perishable Food – Eligible

The following products are eligible for shipment at the postage rate applicable to Nutritious Perishable Food:

- dairy products (e.g. fresh milk, UHT milk, buttermilk, chocolate milk, cheese, processed cheese, processed cheese spreads, cottage cheese, butter, cream, ice cream, ice milk, sherbet, yogurt, frozen yogurt, yogurt drinks, powdered milk), excluding canned milk
- margarine
- meat, fish and poultry products (fresh or frozen, including cured and smoked products, fish sticks and fish cakes)
- fruits and vegetables (fresh or frozen)
- fresh juice (pure or reconstituted), frozen juice concentrate, juice in Tetra Paks and similar containers
- bread and bread products without sweetened filling or coating (e.g., bagels, English muffins, croissants, bread rolls, raisin bread, garlic bread, hamburger buns, hot dog buns, pizza crusts, frozen bread dough, tortillas, wraps)
- eggs and egg substitutes
- selected semi-perishable food products (unsweetened seeds and nuts, cook-type cereals, whole wheat and rye flour, peanut butter, salad dressing, mayonnaise, yeast)
- tofu, vegetable patties, similar vegetable-based meat substitutes, soybean-based milk substitutes
- infant formula, infant cereals, other foods prepared specifically for infants
- water (excluding carbonated and flavoured water)
- combinations of the above products (e.g., pizza, frozen dinners)
- prescription and non-prescription drugs

with the exception of products identified as Convenience Perishable Foods.

Convenience Perishable Foods – Ineligible

The Food Mail Program does not apply to the following Convenience Perishable Foods:

- sandwiches, hamburgers, hot dogs, prepared salads and other prepared foods for immediate consumption which are subject to the Goods and Services Tax
- fresh or frozen products consisting of meat, poultry, fish, vegetables, eggs, cheese or other foods which are breaded or battered or in pastry
- combinations containing any of the products described above

with the exception of fish sticks, fish cakes, and reduced-fat products, of the type described above, which have been specifically approved as eligible for the Food Mail Program by Indian and Northern Affairs Canada.

The following are **examples** of Convenience Perishable Foods that are not eligible: fried chicken, sausage rolls, fish in batter, fish and chips, chicken and chips, breaded onion rings, meat pies, quiche, frozen dinners containing breaded chicken.

Non-perishable Food – Eligible

The following products are among those eligible for shipment at the postage rates applicable to non-perishable food. The list is not intended to be comprehensive, but confirms the eligibility of certain items.

- canned products such as milk, juice, fruit, vegetables, soup, meat, fish, poultry, stew
- frozen soups, stews and chili
- dry beans, peas and lentils
- dried fruit and vegetables, dried soup mixes
- crackers, crispbread, hard bread, Pilot biscuits, melba toast
- arrowroot and social tea cookies
- all purpose flour, cake and pastry flour
- rice, other grains, popping corn (unpopped)*
- pasta (macaroni, spaghetti, noodles, macaroni and cheese dinners)*
- ready-to-eat breakfast cereals
- cake mixes, pancake mixes, muffin mixes, bread and roll mixes, bannock mixes, pizza mixes, jelly powders, pudding mixes, puddings (canned or ready-to-eat)
- lard, shortening, cooking oils
- sugar, salt, baking powder, cornstarch
- spices, flavourings and extracts
- spreads, syrups, sauces, condiments, toppings (excluding artificial cream products), ketchup, vinegar, relish, pickles, jam, honey
- coffee, tea
- fruit-flavoured drinks with at least 25 percent natural juice or with vitamin C added (fresh, canned, frozen, bottled, or in Tetra Paks or similar containers)
- fruit drink crystals with vitamin C added

* **Note:** all pasta products (dry, fresh, frozen or canned) and all rice products (dry or cooked) must be shipped at the rates applicable to non-perishable food. These rates also apply to fresh or frozen prepared foods that contain pasta or rice, such as lasagna, fried rice and perogies.

Foods of Little Nutritional Value - Ineligible

The Food Mail Program does not apply to the following food and beverage products:

- beer, wine and spirits
- soft drinks
- carbonated and flavoured mineral water
- fruit-flavoured drinks with less than 25 percent natural fruit juice or without vitamin C added*
- fruit drink crystals without vitamin C added*
- iced tea, iced tea mixes, cordials, cocktail mixes
- instant hot chocolate mixes
- sweets and snack foods:
 - candies, confectionery, chewing gum, chocolate bars, granola bars
 - fruit, seeds and nuts when coated or treated with candy, chocolate, honey, molasses, sugar, syrup or artificial sweeteners
 - fruit bars, rolls, or similar fruit-based snack foods
 - potato chips, corn chips, tortilla chips, pretzels, popped corn products, cheese puffs, and similar products
 - snack mixtures (e.g. "nuts 'n bolts")
- sweetened baked goods (cakes, muffins, pies, pastries, tarts, cookies, doughnuts, brownies, croissants with sweetened fillings or coatings, waffles and similar products), excluding arrowroot and social tea cookies*
- pie shells and other frozen pastry/dessert products
- frozen flavoured ice/treats (e.g. Popsicles™)
- imitation cream products (e.g. non-dairy coffee whiteners, non-dairy whipped dessert toppings)
- meal replacements for weight reduction

* **Note:** Fruit-flavoured drinks with vitamin C added or with at least 25 percent natural fruit juice, fruit drink crystals with vitamin C added, and arrowroot and social tea cookies are accepted at the rates for non-perishable food.

Non-food Items

All non-food items, with the exception of tobacco, dangerous goods and other prohibited mail as defined in the Canada Postal Guide, are eligible for shipment at the rates applicable to non-food items. The following additional items are not eligible for the Food Mail Program:

Recreation equipment and supplies* including:

- sporting and athletic goods
- fitness equipment
- bicycles and tricycles
- toys, games, puzzles, models and hobby supplies
- playground equipment
- photographic equipment and supplies
- musical equipment
- computer equipment (hardware and software)
- kits intended for the production of alcoholic beverages

Entertainment equipment and supplies including

- radios, audio and video components or combinations
- audio and video tapes, either blank or pre-recorded
- televisions
- other electronic equipment
- compact discs and records

Reading material including newspapers, magazines and books

All paper products **with the exception** of:

- disposable diapers
- disposable undergarments
- feminine hygiene products
- nursing pads
- toilet paper

Animal food and other animal supplies.

***Note:** Camping equipment, snowmobile parts, all-terrain vehicle parts, outboard motor parts, snowshoes, binoculars and other equipment used for hunting, fishing and trapping are eligible, even if intended for recreational use.

3.2 Physical characteristics

	Length	Width	Height	Weight
Minimum	100 mm 3 15/16"	70 mm 2 3/4"	1 mm 3/64"	no minimum
Maximum	No one dimension may exceed 2 m (78 3/4")			
<p>NOTE: The weight of any individual item must not exceed 30 kg (66lbs 2 oz).</p> <p>Length plus girth cannot exceed 3 m (118 1/8") Length + (Height x 2) + (Width x 2)</p>				

Oversize

A surcharge of \$7.00 applies if any one dimension exceeds 1 m (39 3/8"). This oversize surcharge applies for any item over 1m in length, width or height, but still within the maximum allowable dimensions.

Unpackaged item surcharge

An unpackaged item will receive a surcharge of \$7.00. An unpackaged item is only acceptable for shipping if:

- it is not of a size or shape suitable for wrapping; and
- it would not potentially be damaged or cause damage to postal equipment or other items; and
- it would not potentially cause injury to persons handling the item.

4 Preparing and Depositing Your Items

4.1 Preparing shipments

You are required to meet certain preparation requirements to be eligible to participate in the Commercial Air Stage Freight (Food Mail) Program. It is your responsibility to properly prepare your items for shipment in order to ensure that:

- Items are protected against loss or damage
- Postal equipment and other mail is protected from soiling or damage
- Canada Post employees are safe from harm while handling your articles
- Food mail shipments will be entered on a manifest by Product Code
- There will be a manifest completed for each destination postal code
- Shipments will be deposited at designated Entry Points, segregated by destination postal code

You are required to meet certain scheduling requirements and special preparation requirements, including sortation and containerization, as specified by Canada Post from time to time.

Addressing

You must ensure that the complete name and address, including the postal code of the addressee, as well as your own, are included in such a manner that they may be easily read.

To facilitate the handling of a parcel in the event of an illegible address or damaged packaging, you are advised to enclose a return address and the addressee information inside the parcel.

The manifest number should be clearly visible for quick and thorough inspection.

Labels and Endorsements

Labels should have a minimum dimension of 10 cm x 14 cm, and the lettering should have a minimum height of 0.75 cm to 1 cm.

Our *Guide for Customer Designed Labels* is available from your Sales Representative. It provides the data elements and specifications for creating your own labels, if you so choose.

It is imperative that the type of shipment be identified (e.g. 395, 5380 etc). Descriptions of the type of contents (e.g. *refrigerated, frozen*) should be highly visible. This can be done either by adding the description to your label or by adding an additional sticker. Any other special instructions should also be clearly identified (e.g. *highly perishable, do not freeze, etc*) to prevent unnecessary loss or damage.

4.2 Forms

All Commercial Air Stage Freight shipments must be properly recorded on a manifest (form #33-086-565) and include your service agreement number.

Food Mail Program parcel items must be summarized by destination postal codes and then by product category within that postal code.

Manifests for your parcels are supplied free of charge. For further information on obtaining or completing the manifest, contact your Sales Representative.

4.3 Depositing your items

Induction guidelines

Food Mail shipments must be inducted at the air carrier facilities as designated by Canada Post.

Food Mail shipments must be accompanied by a properly completed manifest.

Tendering of food items

All food shipments tendered under the Food Mail Program must be sorted by Product type (e.g. Perishable Food, Non-perishable, Non-Food) for each Food Mail destination upon deposit at the designated Entry Points for any particular destination, as listed in this Guide.

You are required to notify Canada Post at each Food Entry Point at least forty-eight (48) hours in advance of all proposed tendering of food shipments. You must also notify Canada Post at least 14 days prior to significantly large shipments, such as the stocking of a new store or the re-supply of merchandise lost due to fire, floods or other causes providing the:

- total weight / total pieces;
- weight /pieces by destination Food Mail Program Office; and
- product type by destination office.

This will prevent unnecessary delays and/or refusals.

In compliance with the directives of Indian and Northern Affairs Canada (INAC), Canada Post will enforce the guidelines in reference to *What we can and cannot ship*, section 3.1

Items tendered in violation of the program may result in a short-term suspension of shipping privileges, or indefinite removal of access to the Food Mail Program.

Inspection of contents

Canada Post and its representatives have the right, at their sole discretion, to inspect the contents of any parcel to ensure its eligibility, content quality and packaging under this Agreement.

Strict adherence to the content rules will be maintained through a random sampling process. The objective is to eliminate the process of “Mixed Bag” mailing where the total content of any parcel involves more than one category.

The grouping of different categories within a single parcel is not permitted.

Following notification by Canada Post, any customer refusing to comply with the separation of contents by category and packaging guidelines will be subject to suspension or cancellation of Food Mail Program service privileges at the request of Indian and Northern Affairs Canada.

Palletizing

Each Product Type should be neatly piled to facilitate a fast, accurate piece count by Canada Post. If items are piled on pallets, it is preferable to have no items in the centre of the pallet as this makes verifying the piece count very difficult. However, in order to use the entire pallet, large items of similar size (e.g. bread, canned milk, toilet paper, etc.) may be piled in the centre providing that Canada Post can easily verify the piece count without having to break down the pallet. By doing so, considerable time can be saved during the piece count process. Please note that heavy items should always be placed on the bottom.

Refusal

Canada Post reserves the right to refuse any parcel for shipment as Food Mail.

Items may be refused should any steps described in this Guide be judged inadequately performed; e.g. improper palletizing, improper manifest, improper weight recorded, improper packaging, temperature labeling or inadequate quality etc.

Shipments or portions thereof identified as ineligible by content or preparation guidelines will be refused at the Food Entry Point.

4.4 Entry points and destinations

Regions - Entry Points

NORTHERN QUEBEC: Val d'Or (Also Montreal for Non-Food)

Destinations	Postal Codes
Akulivik	J0M 1V0
Aupaluk	J0M 1X0
Inukjuak	J0M 1M0
Ivujivik	J0M 1H0
Kangirsuk	J0M 1A0
Kangiqsualujjuaq	J0M 1N0
Kangiqsujuaq	J0M 1K0
Kuujuarapik	J0M 1G0
Kuujjuaq	J0M 1C0
Puvirnituq	J0M 1P0
Quaqtaq	J0M 1J0
Salluit	J0M 1S0
Tasiujaq	J0M 1T0
Umiujaq	J0M 1Y0

BAFFIN: Val d'Or/Yellowknife (Also Montreal for Non-Food)

Arctic Bay	X0A 0A0
Grise Fiord	X0A 0J0
Nanisivik	X0A 0X0
Resolute Bay	X0A 0V0

Val d'Or (Also Montreal for Non-Food)

Cape Dorset	X0A 0C0
Clyde River	X0A 0E0
Hall Beach	X0A 0K0
Igloolik	X0A 0L0
Iqaluit	X0A 0H0
Kimmirut	X0A 0N0
Pangnirtung	X0A 0R0
Pond Inlet	X0A 0S0
Qikiqtarjuaq	X0A 0B0
Sanikiluaq	X0A 0W0

NORTHERN & CENTRAL LABRADOR: Happy Valley-Goose Bay

Davis Inlet	A0P 1A0
Hopedale	A0P 1G0
Makkovik	A0P 1J0
Nain	A0P 1L0
Postville	A0P 1N0
Rigolet	A0P 1P0

SOUTHERN LABRADOR: St. Anthony/Happy Valley-Goose Bay

Black Tickle	A0K 1N0
Cartwright	A0K 1V0

St. Anthony

Williams Harbour	A0K 5V0
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CÔTE-NORD:

Port Menier

Havre St-Pierre

G0G 2Y0

Natashquan

Blanc-Sablon	G0G 1C0
Bradore Bay	G0G 1E0
Chevery	G0G 1G0
Gethsémani (La Romaine)	G0G 1M0
Harrington Harbour	G0G 1N0
Kegaska	G0G 1S0
La Tabatière	G0G 1T0
Lourdes-de-Blanc-Sablon	G0G 1W0
Middle Bay	G0G 1Z0
Mutton Bay	G0G 2C0
Old Fort Bay	G0G 2G0
Rivière-Saint-Paul	G0G 2P0
Saint-Augustin-Saguenay	G0G 2R0
Tête-à-la-Baleine	G0G 2W0

KIVALLIQ:

Arviat	X0C 0E0
Baker Lake	X0C 0A0
Chesterfield Inlet	X0C 0B0
Coral Harbour	X0C 0C0
Rankin Inlet	X0C 0G0
Repulse Bay	X0C 0H0
Whale Cove	X0C 0J0

Churchill**KITIKMEOT:**

Cambridge Bay	X0B 0C0
Gjoa Haven	X0B 1J0
Kugaaruk	X0B 1K0
Kugluktuk	X0B 0E0
Taloyoak	X0B 1B0

Yellowknife

BEAUFORT-DELTA:

Aklavik	X0E 0A0
Paulatuk	X0E 1N0
Sachs Harbour	X0E 0Z0
Tuktoyaktuk	X0E 1C0

Inuvik

X0E 0A0
X0E 1N0
X0E 0Z0
X0E 1C0

Yellowknife

Holman	X0E 0S0
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SAHTU:

Colville Lake	X0E 1L0
Deline	X0E 0G0
Fort Good Hope	X0E 0H0
Norman Wells	X0E 0V0
Tulita	X0E 0K0

Yellowknife

X0E 1L0
X0E 0G0
X0E 0H0
X0E 0V0
X0E 0K0

GREAT SLAVE LAKE:

Lutselk'e	X0E 1A0
Rae Lakes	X0E 1R0
Wekweti	X0E 1W0
Wha-ti	X0E 1P0

Yellowknife

X0E 1A0
X0E 1R0
X0E 1W0
X0E 1P0

DEH CHO:

Jean Marie River (courtesy bag)	X0E 1N0
Nahanni Butte (courtesy bag)	X0E 1N0
Trout Lake	X0E 1Z0

Fort Simpson

X0E 1N0
X0E 1N0
X0E 1Z0

YUKON:

Old Crow	Y0B 1N0
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Whitehorse

Y0B 1N0

MANITOBA:

Berens River	ROB 0A0
Gods Lake Narrows	ROB 0M0
Gods River	ROB 0N0
Island Lake (Garden Hill)	ROB 0T0
Little Grand Rapids	ROB 0V0
Negginan (Poplar River)	ROB 0Z0
Oxford House	ROB 1C0
Pauingassi	ROB 2G0
Red Sucker Lake	ROB 1H0
St. Theresa Point	ROB 1J0
Waasagomach	ROB 1Z0

Winnipeg**Thompson**

Brochet	ROB 0B0
Lac Brochet	ROB 2E0
Shamattawa	ROB 1K0
South Indian Lake	ROB 1N0
Tadoule Lake	ROB 2C0
York Landing	ROB 2B0
Pukatawagan	ROB 1G0

Lynn Lake

Granville Lake	ROB 0P0
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SASKATCHEWAN:**La Ronge**

Black Lake	S0J 0H0
Fond-du-Lac	S0J 0W0
Stony Rapids	S0J 2R0
Uranium City	S0J 2W0
Wollaston Lake	S0J 3C0

ALBERTA:

Fort Chipewyan

Fort McMurray

TOP 1B0

Fort Vermillion

Fox Lake

T0H 1R0

Garden River

T0H 4G0

ONTARIO:**Timmins**

Attawapiskat

P0L 1A0

Fort Albany

P0L 1H0

Kashechewan

P0L 1S0

Peawanuck

P0L 2H0

Pickle Lake

Angling Lake

P0V 1B0

Bearskin Lake

P0V 1E0

Big Trout Lake

P0V 1G0

Eabamet Lake

P0T 1L0

Fort Severn

P0V 1W0

Kasabonika

P0V 1Y0

Kingfisher Lake

P0V 1Z0

Lansdowne House

P0T 1Z0

Muskrat Dam

P0V 3B0

Summer Beaver

P0T 3B0

Weagamow Lake

P0V 2Y0

Webequie

P0T 3A0

Wunnummin Lake

P0V 2Z0

Red Lake

Cat Lake	P0V 1J0
Deer Lake	P0V 1N0
Favourable Lake	P0V 1V0
Keewaywin	P0V 3G0
North Spirit Lake	P0V 2G0
Pikangikum	P0V 2L0
Poplar Hill	P0V 3E0
Sachigo Lake	P0V 2P0

Hudson

Lac Seul	P0V 2A0
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Nakina

Ogoki	P0T 2L0
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Food Mail Program Special Requirements

At the discretion of Canada Post, contract holders' facilities may be required to submit to inspections of their food supply/preparation facilities and to correct any practices or conditions identified as being below the industry standard or not meeting provincial or federal regulations.

At the discretion of Canada Post, food may be inspected on a random basis by qualified/certified food inspectors, at selected entry points. Any item(s) submitted for shipment and found to be not of sufficiently high quality or improperly packaged, in accordance with the Quality Assurance Program Guidelines, may be rejected at the discretion of Canada Post or with the recommendation of the quality inspector. There must be an expectation of a reasonable shelf life following receipt at the destination community.

Contract holders may be required to ensure that any staff associated with the preparation and/or shipment of food products under this agreement receive training with respect to proper handling of food products as well as personal hygiene to ensure proper awareness of the danger of poisoning and contaminating food products. Any person(s) who work directly or indirectly with these food shipments should also understand and be able to identify biological, chemical and physical contamination that can possibly occur during the course of their shipments preparation activities.

Facilities used by Food Mail preparation should establish and follow an approved Sanitation Program as well as a Product Recall Program.

The receiver must pick up food shipments at the destination community no later than fifteen (15) minutes following aircraft arrival. (Contracted air carriers are required to notify the destination receiver, via phone and/or fax of the scheduled/anticipated time of arrival).

The receiver should be capable of transporting the complete volume received in a single load or be capable of providing secure, temperature-controlled storage and shelter from the elements.

The mode of transportation from the airport for the received food products should provide protection from damage or spoilage.

Definitions:**Sanitation Program:**

Identify all activities that should be controlled to avoid contamination of food.

Determine measures to be taken to maintain cleanliness in the facilities, vehicles and various utensils and equipment used in the preparation of food for storage and shipment.

Optimize cleaning and disinfecting operations and standardize all activities that involve sanitation between employees and food products.

Recall Program:

Ensure the ability to trace a specific product if "Canada Post and or Indian and Northern Affairs Canada believes a product(s) could have been contaminated during preparation or the shipping process." A detailed log should specify receipt details of the product as well as date shipped, carrier and destination.

6 Your Canada Post Account

6.1 Setting up a commercial account

This section tells you how to get the most out of your Canada Post account.

You can initiate a commercial account by completing and signing a Canada Post Agreement Activation Form and a Credit Application Form. Once approved, you may choose either a Billing (credit) Account or a Deposit (advance payment) Account. Details of the terms and conditions of Billing and Deposit Accounts are included on the credit application.

Billing Account

Customers will be invoiced for transactions recorded on manifests submitted with their shipments.

Deposit Account

Customers' account balances will be debited for transactions recorded on manifests submitted with their shipments. Customers who wish to maintain a Deposit Account to pay for their shipments must ensure sufficient funds are on deposit for shipping charges due, or make full payment at the time of shipping. No interest will be paid on funds held on deposit.

Making a Payment

To make a remittance to your account, please make your cheque payable to Canada Post Corporation and mail to:

COMMERCIAL REMITTANCE PROCESSING
CANADA POST CORPORATION
2701 RIVERSIDE DR SUITE E0680
OTTAWA ON K1A 0B1

Indicate your Customer Account Number on the face of your cheque to properly credit your account. **Please be sure to include your Remittance Form with your payment.**

6.2 Pricing

Pricing for the distribution of your Food Mail Program items is based on the total number of items mailed, destination, category, and weight of each item. In section 3.1, the list of Eligible items under the Food Mail Program will assist you in determining the applicable rate categories.

Subject to meeting the specifications contained in this Customer Guide, Canada Post will deliver your Food Mail Program items according to the pricing schedule. These schedules may be amended by the Corporation, from time to time, upon thirty (30) days' written notice.

The Food Mail Program service rates will be applied only for contracted commercial customers. This service will be provided through the Distribution Services contract, as a separate contract number reference, to allow the reporting of shipments under this program. These customers will be referred to the commercial service stream and will be required to submit commercial documentation with all parcel deposits.

6.3 Authorized users

You may wish to allow another party to use your agreement or customer number. Your Sales Representative will explain under what conditions this is possible and who may be considered an Authorized User. You must attach a list of all Authorized Users to your Agreement Activation Form. The list of Authorized Users may be amended with the consent of Canada Post.

Whenever an Authorized User is added or removed, the agreement holder must provide a signed notification of the change to the agreement so that we may update our records. All Authorized Users will be required to complete the Customer Account Information form and a Canada Post Corporation Credit Application form. The Authorized User will also be required to provide proof that you have approved the use of your agreement or customer number. In the event that an Authorized User fails to pay for services rendered under this Agreement, the agreement holder will pay the amount owing.

6.4 Understanding your invoices and account statements

Invoice

- Received weekly by customers holding billing accounts
- Choice of Detailed Invoicing or Summary Invoicing
- Detailed Invoicing shows line-by-line manifest detail.
- Summary Invoicing only shows manifest total.

You may already have line-by-line details from your shipping system records.

Remittance

- Received weekly with invoice
- Return with payment to ensure that your payment is processed quickly and accurately
- Summarizes invoice information for easy confirmation with your records

Statement

- Received monthly by all account customers
- Summarizes invoice and remittance activities

7 General Terms and Conditions

All references to the Agreement shall be deemed to include the Agreement Activation Form, the *Customer Guide* and any supplements, the Credit Application form, the Customer Account Information form, any Authorized User Listing, Pricing schedules and all documents referenced in the *Customer Guide*.

Alterations

Except as set out in the Waiver section, no agent or representative of either party to the Agreement has authority to alter the provisions of this Agreement, and any such purported alteration shall not be binding.

Assignment

The Agreement may not be assigned by the Customer without the prior written consent of Canada Post.

Audits and Reports

On request, the Customer shall provide all requested information to permit Canada Post to audit the Customer with respect to compliance with the Agreement including information regarding volumes, weights and mailing patterns. For this purpose, the Customer also agrees to allow Canada Post to perform on-site inspection and system audits at the Customer's premises.

Discrepancies

Any discrepancy found by Canada Post or food mail inspectors is to be addressed through the development and implementation of a plan for corrective action. Failure to correct problems within a reasonable time frame may result in the suspension or termination of the contract.

Authorized Users

All references to the Customer are deemed to include the Customer's Authorized Users as agents for the Customer and any actions taken by such Authorized Users are deemed to be the actions of the Customer. The Customer will require that each Authorized User abide by the Agreement. In the event that an Authorized User fails to pay for services rendered under this Agreement, the Customer will pay the amount owing. The list of Authorized Users may be amended upon consent of Canada Post Corporation.

Criteria for Qualification

All items must comply with the requirements set out in the Agreement and the Canada Post Corporation Act and Regulations. Items not complying with these requirements may not be mailed under this Agreement. Canada Post retains the right to refuse to accept any item that it deems unacceptable.

Excusable Delay

Except for the Customer's payment obligations, neither party will be liable for delays or inability to perform due to causes outside of its reasonable control, including but not limited to, acts of God or labour disruption.

Governing Law

If the Customer's address is not in a Canadian province or territory, the Agreement shall be governed by, and interpreted under, the laws in force in the province of Ontario, Canada.

Method of Payment

The Customer agrees to pay for the services provided under the Agreement in accordance with the payment method offered by Canada Post in connection with such service as set out in the *Customer Guide*, Section 6, Your Canada Post Account. The Customer agrees that the terms and conditions contained on the Customer's Credit Application form part of this Agreement.

Notices

Any notice given by either party will be in writing and delivered personally, by Registered Mail or by Priority Courier. Notice sent by Registered Mail will be deemed received four (4) business days after mailing, except that no Saturday, Sunday or holiday will be considered a business day. Weekend and statutory holiday deposits will count as originating on the following business day.

Notices will be sent to Canada Post at:

ATTENTION: CONTRACT MONITORING

CANADA POST CORPORATION
2701 RIVERSIDE DR SUITE N0021
OTTAWA ON K1A 0B1

Canada Post will send notices to the Customer's general contact at the Customer's mailing address, identified on the Agreement Activation Form.

Rates and Fees

The Customer agrees to pay the rates and fees set out in the Pricing Schedule, together with all applicable taxes.

Termination

The termination provisions are as follows:

- i. Either the Customer or Canada Post may terminate the Agreement at any time, without cause, by giving thirty (30) days' notice in writing to the other.

If at any time during the term of the Agreement, the Customer:

- a) ceases to carry on business;
 - b) becomes insolvent; or
 - c) continues to be in default of any of its obligations after being provided thirty (30) days' notice of the default, then Canada Post may immediately terminate the Agreement upon notice to the Customer.
- ii. Canada Post may at its sole discretion terminate a contract where the customer or one of its authorized users fails to adhere to any of the provisions contained in this agreement.

- iii. Termination of the Agreement will be without prejudice to any rights of the Customer or Canada Post that have accrued prior to the date of termination.
- iv. Neither party will have a right to damages as a result of termination of the Agreement.

Waiver

Except as specifically stated in the Agreement, no amendment, waiver or termination of the Agreement will be binding unless executed in writing by the appropriate party's authorized representative. No waiver of any provision of the Agreement will constitute a continuing waiver unless otherwise expressly provided.

Visit our Web site at:
www.canadapost.ca

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Integrated Business Solutions from Canada Post

Communications

We can keep you connected with your customers, across Canada or around the world. From physical and electronic services to hybrid solutions combining elements of both, we can offer you a range of communication services to meet all your needs.

Marketing and Selling

Obtaining sales leads, increasing store traffic, selling online—whatever your objectives, Canada Post has the services to help you reach them. From one-to-one marketing to targeted geographic coverage, let us show you how to generate response.

Shipping and Delivery

Across town, between provinces or around the world. Regular speed or courier. Documents or packages. Canada Post offers a variety of smart shipping services to get your deliveries there on time—and at the right price.

Supply Chain Management

For order management and fulfilment, inbound and outbound transportation, delivery, reverse logistics and systems integration, Canada Post has the expertise to design and operate integrated supply chain solutions tailored to your specific requirements.