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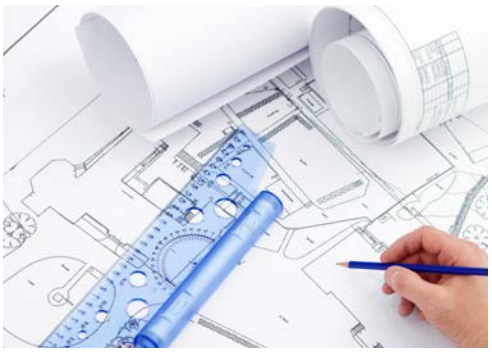

Delivery Planning Standards Manual

for Builders and Developers

Delivery Planning Standards Manual for Builders and Developers

Prepared by

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How to use this manual

This manual presents standards for design, construction and installation of the many mail facility options available for every type of development.

It is divided into four sections depending on the type of development:

A – Single occupancy mail delivery
B – Multiple occupancy mail delivery systems
C – Service to industrial and business parks
D – Renovations to multiple-unit buildings

Each section details the requirements and options available for each type of development.

While this manual is comprehensive in detailing the mail delivery options available to you, it is essential that your plans be reviewed with a delivery planner prior to implementation, and it is recommended to contact the planner before any major step.

Who is your delivery planner?

At several points in this manual, you are advised to contact your delivery planner for more details or specific advice. Your delivery planner is your link to Canada Post who can take you through your project from preliminary plans to inspection of the constructed product.

The address and the telephone number of the Delivery Planning office nearest you is on the following page.

Regional delivery planning offices

Manager
Delivery Planning
Atlantic Region
6175 Almon Street
Halifax NS B3K 5N2

Manager
Delivery Planning
Greater Toronto Area (GTA) Region
1860 Midland Avenue, Floor 2
Scarborough ON M1P 5A1

Manager
Delivery Planning
Quebec Region
555 Mcarthur Street, Suite 1513
Montreal QC H4T 1T4

Manager
Delivery Planning
Prairie Region
4081-266 Graham Avenue
Winnipeg MB R3C 0K2

Manager
Delivery Planning
Huron-Rideau Region
955 Highbury Avenue
London ON N5Y 1A3

Manager
Delivery Planning
Pacific Region
153-5940 Ferguson Road
Richmond BC V7B 0B1

Introduction

Centralized mail delivery is now part of all new residential and commercial developments in Canada.

Selecting the right type of service from the many options available will ensure efficient postal service, helping to make your development more attractive to potential buyers and occupants.

Centralized mail delivery has many advantages:

- Customers can pick up their mail from their own compartment anytime.
- Individually locked compartments offer security and privacy.
- Parcel compartments allow delivery of larger items, rather than recipients having to pick them up in person at the local postal outlet.
- Centralized mail delivery can be designed or customized to fit into any development or building.
- Centralized mail delivery can contribute to the efficient housekeeping of the building.
- In some large buildings, it minimizes elevator tie-up by postal employees with bags of mail while delivering to each floor.
- In multi-unit buildings, the developer/owner purchases, installs and maintains the centralized mail delivery equipment.

Section A

Single occupancy mail delivery

Single family housing developments

Delivery service options for single family housing developments include

- community mailboxes,
- mini-parks (see Section A, subsection 2).

The criteria for selecting the most appropriate option should include

- the size of the development,
- the number of homes each centralized mail facility will serve,
- your plans for the design and appearance of the subdivision.

The above options should be situated in convenient central locations close to individual residences on sites chosen for easy access and a pleasing appearance. This allows customers to pick up and send their mail from one convenient, accessible place.

Mail and parcels can be retrieved anytime from individually locked compartments. Neighbourhood community mailboxes and mini-parks also make mailing letters more convenient, through outgoing mail collection slots.

Your delivery planner can help you select the appropriate option and sites for your development, and provide complete plans and specifications.

It is important that all sites must be accessible to disabled persons. If your development has special requirements in this regard, early consultation with your delivery planner will ensure these needs are considered and will avoid any unnecessary costs related to alteration of the plans.

Contact your delivery planner to obtain the latest infrastructure specifications for developers.

Section A

1. Community mailboxes

1.1 Community maiboxes (CMBs) have multiple sizes of compartments. The small compartments are assigned to individual addresses, and are for the delivery of letters, magazines and small parcels; the two larger compartments are for larger parcels. Each community mailbox installation also has a letter slot for outgoing mail collection.

1.2 Standard community mailbox installations are done by Canada Post.

Section A

Location

1.3 Community mailboxes are intended to serve customers in developments where

- lot and street layout of the subdivision are well established,
- roads are suitably maintained and passable year-round,
- municipal cooperation is obtained in the location and installation of community mailboxes.

1.4 Each CMB location is chosen by the delivery planner after consultation with the property developer and the local municipality.

1.5 Community mailboxes should be located a minimum of nine metres from intersection corners so as not to hamper driver visibility. Sites are not installed at major intersections.

1.6 The following site selection criteria must be considered when planning the location of a mini-park:

- at a natural entry point to a development,
- within a boulevard or at a convenient location within a development,
- near existing lighting fixtures.

1.7 Where a community mailbox is to be located on privately held land, the property owner must grant Canada Post a license to occupy the land. This license is available from your delivery planner.

Installation

1.8 Once you have identified your proposed community mailbox sites, contact your delivery planner to review your plans. Canada Post will maintain responsibility for resolving any concerns with the municipality that may arise during and after the community mailbox installation. Liability insurance is mandated as a condition of contract agreement for all work done on behalf of Canada Post by community mailbox installation and maintenance contractors.

1.9 Canada Post's installation contractor is responsible for ensuring that all municipal services (hydro, telephone and cable utilities) either above or below ground are located, acceptably cleared and not damaged during the installation of the CMBs.

Note: CMB location and installation requirements can vary on some roads in a rural environment. Consult your delivery planner for more details.

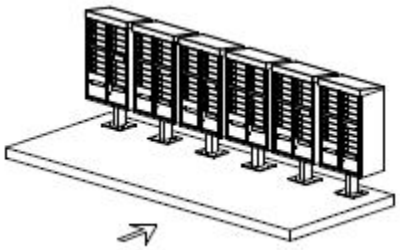
2. Mini-parks

2.1 Mini-parks are clustered community maiboxes that contain four or more modules. Each mini-park can serve over 64 households.

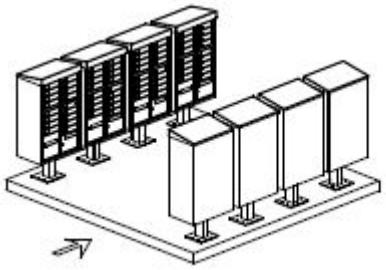
2.2 Where a mini-park is to be located on privately held land, the property owner must grant Canada Post a license to occupy the land. This license is available from your delivery planner.

Community mailboxes in clusters (mini-park)

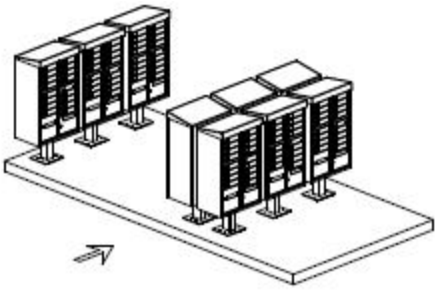
Mini-park configurations



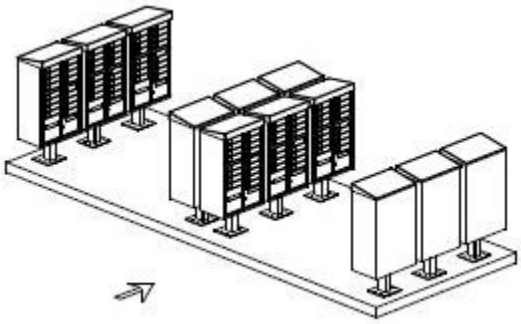
Mini-park of four to six units



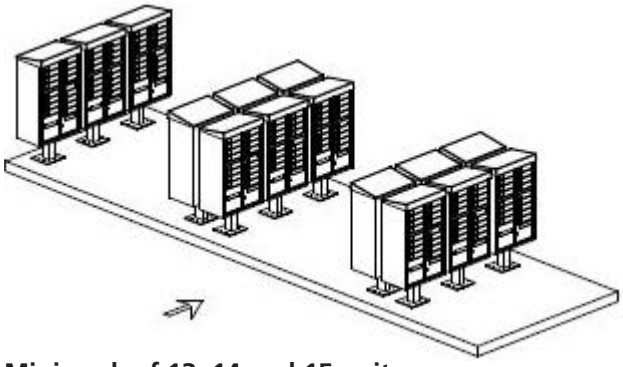
Mini-park of seven to eight units



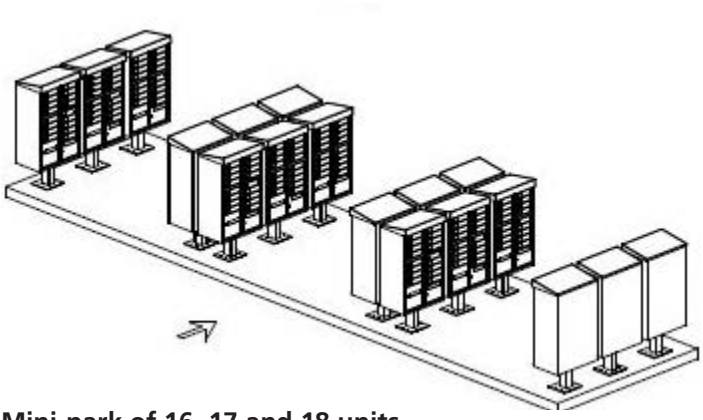
Mini-park of nine units



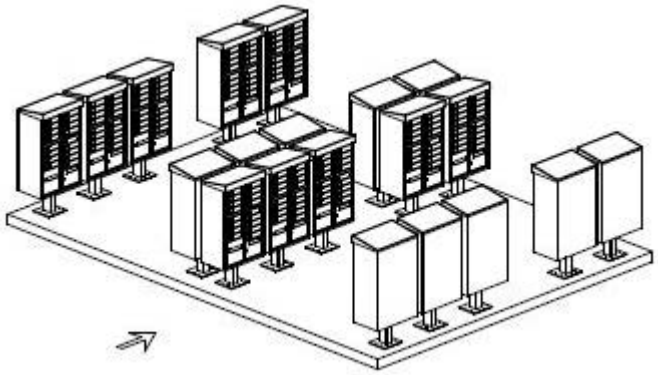
Mini-park of 10, 11 and 12 units



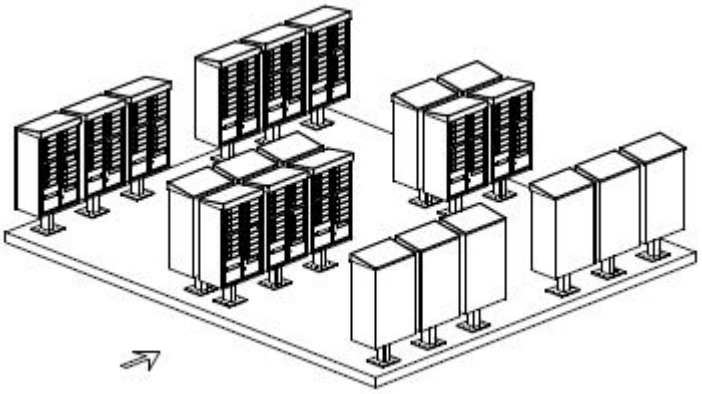
Mini-park of 13, 14 and 15 units



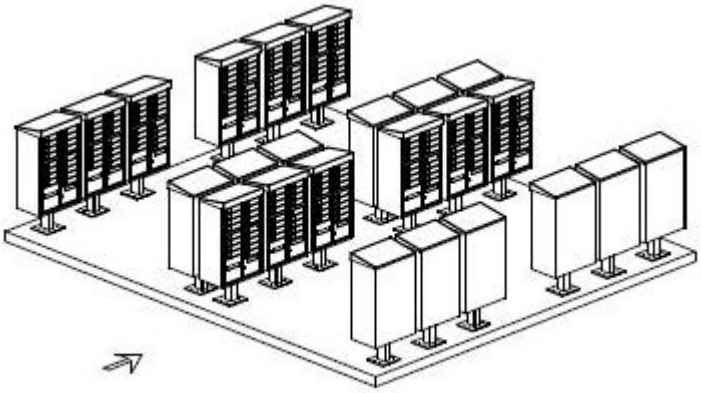
Mini-park of 16, 17 and 18 units



Mini-park of 19 and 20 units



Mini-park of 21 and 22 units



Mini-park of 23 and 24 units

Multiple occupancy mail delivery systems

Multiple-unit buildings

A multiple-unit building is any development consisting of three or more self-contained units sharing a common indoor area.

Apartment buildings

Delivery service options available for apartment buildings are

- front-loading lockbox assembly
- rear-loading mailroom.

Note: For apartment buildings with 100 or more units, a mailroom must be installed.

For a building of this many units, a mailroom allows for more efficient delivery of the mail because there is not a large number of panels to continually open and close. Multiple open panels can also hinder the flow and safety of lobby traffic.

A mailroom provides a higher degree of security (see Appendix B, sections 6 and 9).

Responsibilities

The developer/owner must

- supply, install and maintain the mail delivery equipment according to Canada Post specifications (see Appendix B);
- provide Canada Post with all the suite or unit numbers (recommended to have numeric characters only and no hyphens or special characters);
- ensure that all the mail delivery equipment is accessible by persons with physical disabilities.

Office complexes and retail centres

The delivery service options available for office complexes and retail centres are

- front-loading lockbox assembly
- rear-loading mailroom.

Note: For office complexes and retail centres with 100 or more units, a mailroom must be installed.

The following are some criteria for selecting the most appropriate option:

- the size of the building,
- the number of units the selected option must serve,
- the physical lobby layout,
- the volume and type of mail occupants are likely to receive,
- installation in a location with easy access for occupants and Canada Post delivery personnel,
- plans for the design and appearance of the development's amenities,
- easy access to the ground floor of the retail centre,
- access for disabled persons,
- parking and loading dock access for efficient mail delivery.

When making changes to suite numbering or designations (additions, deletions, etc.), building management must inform us at Canada Post so that we can update our address delivery database. This is important so that third-party mailers are able to validate these details.

Note: There must be no duplicate suite numbers for retail, commercial or residential clients.

For a building of this many units, a mailroom allows for more efficient delivery of the mail because there is not a large number of panels to continually open and close. Multiple open panels can also hinder the flow and safety of lobby traffic.

A mailroom also provides a higher degree of security for the bags of undelivered mail that the carrier has.

Section B

Responsibilities

The developer/owner must
- supply, install and maintain the mail delivery equipment according to Canada Post specifications (see Appendix B);
- ensure that all mail delivery equipment is accessible by persons with physical disabilities;
- provide Canada Post with a sketch or diagram of the building showing the location of the mail delivery equipment to be installed and a list of the suite/unit numbers in order to plan for delivery.

Suite numbering must incorporate the following criteria:
- digits only,
- no hyphens or special characters (@,#,&,*),
- no duplication across residential and commercial units that have the same civic address.

Your delivery planner can advise you on this subject in greater detail.

Canada Post will
- help with plans and specifications,
- help to determine location,
- provide planning advice.

The following guidelines apply to all newly constructed developments, as well as those undergoing major renovations.

Office complexes and retail centres. Because business users receive more legal size documents, compartments must be at least a "C" size and in some cases, there may be a requirement for "D" size compartments for large volume mail receivers. See specifications in Appendix B.

Note: A tenant receiving a small volume of mail may move and be replaced by a tenant receiving a much larger volume of mail or many legal-sized documents, which cannot be handled through a "B" size compartment. Contact your delivery planner to assist you in determining your needs for box sizes and quantities during the building plan stage.

Guideline: Plan one "C" size (14 cm x 30.5 cm) compartment for every 230 m^2 of leasable space including one "D" size (30.5 cm x 30.5 cm) compartment for every 8 units of leasable space.

Section B

1. Lockbox assemblies

Definition

A lockbox assembly is a privately owned group of mailboxes, designed to receive mail for all occupants of the building. It is constructed so that each tenant has an individual compartment that is securely locked. For the delivery of mail to individual boxes, access is provided at the front or rear of the boxes (see Appendix B).

1.1 Lockboxes can be installed in a wall unit or as a free-standing delivery unit.

1.2 Where lockboxes are installed, it may be necessary to provide a secure area for temporary safekeeping of mail. In this case, locks would be provided by Canada Post at no charge, and keys would remain in the possession of Canada Post.

1.3 When ordering lockbox assemblies, the developer/owner should provide the mailbox supplier with a list of suite/unit numbers assigned within the multi-tenant building so that the supplier can order the number plates for the outside of the mailboxes. For centralized mailbox equipment other than front-loading style, the developer/owner should label the inside of the boxes as well so that the delivery agent can sort the mail in the appropriate compartments when the master door is open.

2. Mailroom

Definition

A mailroom incorporates the lockbox assembly. For the delivery of mail to individual boxes, access is provided at the rear of the boxes from a secure enclosed room (see Appendix B, section 6).

2.1 Parcel compartments ensure prompt delivery of oversize items. "D" size parcel compartments are recommended to accommodate the wide range of parcel sizes that tenants may receive.

Service to industrial and business parks

Note: Service to industrial and business parks is reviewed on a case-by-case basis. Consult your delivery planner for more information.

Section D

Renovations to multiple-unit buildings

Section D

Renovations to multiple-unit buildings

When planning renovations to any building, there are instances when your delivery planner should be contacted.

1. When a building with a single occupant receiving delivery to the door undergoes renovations to increase the number of occupants and units sharing a common indoor area:
    - Unit numbers must be assigned to all the tenants' premises, including any existing tenants.
    - Lockbox assemblies are to be installed by the developer/owner for all the tenants' premises, according to Canada Post requirements.
    - An electronic microswitch (time-delay access switch) must be installed if there are any locked doors preventing access to centralized mailboxes (see Appendix B, section 9).
    - Tenant notification of the change in delivery and start date is the responsibility of the developer/owner of the renovated property, in conjunction with Canada Post.

2. Where renovations to an existing multi-tenant building receiving delivery to the door change the number of occupants:
    - Unit numbers must be assigned to all the tenants' premises, including any existing tenants if they do not already have unit numbers assigned.
    - Centralized mailboxes are to be installed by the developer/owner for all the tenants' premises, including any existing tenants according to Canada Post requirements.
    - An electronic microswitch (time delay access switch) must be installed if there are any locked doors preventing access to the centralized mailboxes.

3. Where renovations require alterations to the current mail facility, including additions as well as lowering, raising and relocating the mail facilities:
    - Canada Post specifications must be followed.
    - Where fire regulations require existing multi-tenant individual mailboxes to be altered, centralized mailboxes at the main floor entrance area may be the best way to proceed. However, if mailboxes are to be altered they must meet Canada Post specifications.

If the renovations are of a cosmetic nature, it may be beneficial to contact Canada Post to ensure there are no other requirements to be incorporated at the same time.

Note: The above types of modifications will require alteration of delivery to the building, which can affect tenants if not properly planned.

Appendix A

Standards for parcel compartments

General description

Parcel compartment boxes are large mailboxes installed in addition to the required customer compartment boxes and are not assigned to specific building tenants. "D" size boxes are typically used for this application.

A mail item, like a parcel, that is too large to fit in the regular customer compartment is placed in one of these compartments. The key for the compartment is placed in the regular mail compartment for the customer. The key has a notice tag with instructions to the customer on how to retrieve the parcel and return the key.

Requirements

- Prior consultation with your delivery planner is essential when considering plans to provide parcel compartments in a lockbox assembly.
- Parcel compartments must be individually and consecutively numbered, and must not repeat individually assigned customer compartment numbers.
- Locks of parcel compartments must be a unique key code series and must not be duplicated in the customer compartment lock.
- Parcel compartment keys must be clearly identified as to which compartment they provide access and must hold a permanent tag with instructions for customer use.
- The compartment must be accessible to delivery personnel by the same means the customer compartments are accessed (i.e., master front door or rear mailroom).
- There must be a key return slot in the parcel compartment door.
- As a guideline, plan for one "D" size box for every 8 tenant boxes.
- If "D" size compartments are used as parcel compartments, the key return slot should be large enough to fit the key and tag only, not mail.

Appendix B

Specifications for lockbox assemblies and mailrooms

Lockbox assemblies

There are a variety of lockbox systems available on the retail market, most of which are in two general categories, front-loading or rear-loading postal box assemblies. Depending on your particular requirements, either of these box types will provide appropriate mail delivery functionality.

1. Front-loading lockbox assemblies

In front-loading lockbox assemblies, access for the delivery personnel is provided through a master door or similar access feature. This permits the delivery personnel to use the same floor space as the customer, thus reducing the overall space required. Two major types of front-loading boxes are available.

1.1 Drop-front lockbox assembly

The drop-front lockbox assembly (often referred to as a "K" panel) consists of a number of vertical mailboxes banked to form a unit that, when unlocked by the delivery personnel, tilt out at the top to permit the mail to be deposited through the open box tops. Customer access is provided by a side-hinged, individually locked customer compartment door.

- The assembly is usually used in small residential apartment buildings.
- It is useful in buildings with 3 to 16 units.
- It is available in banks of 3 to 8 boxes.
- It can be mounted into the wall or surface mounted.
- It is available in limited sizes, but is not suited to commercial or retail tenants.
- The assembly does not hold parcel-sized boxes.

1.2 Master-door lockbox assembly

With this style of lockbox assembly, the delivery personnel are provided access to multiple boxes by opening a master door on the front of the assembly. Customer access is provided by a hinged, individually locked customer compartment door. These boxes are available in a number of standard sizes (see section 4).

- The assembly is available in a variety of sizes that can be mixed to provide for varying tenant needs (see section 4).
- Larger boxes can be used as parcel compartments.
- The assembly is available in flush or surface-mounted models.

1.3 Front-loading "B" boxes

- They are useful where wall space is limited (taking less area than "K" panels).
- They can be inserted either fully or partially into a wall or added onto a wall.
- They can be used in buildings with a large number of tenants if a mailroom cannot be installed or is not feasible.
- Larger compartments in varying configurations are available (see section 4).

Appendix B

2. Rear-loading lockbox assembly

A rear-loading lockbox assembly consists of boxes that are opened from inside a mailroom located directly behind the assembly. The boxes form part of the wall with the front facing the building lobby to provide customer access; the rear of the assembly faces the mailroom where delivery personnel deposit mail into the open backs of the boxes. Mailrooms must comply with Canada Post requirements, as outlined in section 6.

3. Choosing postal box assemblies

Canada Post recommends that the following items be considered when choosing a postal box assembly.

3.1 Size

Choose a box size that is as large as possible based on the space available. Larger mailboxes provide enhanced mail service and convenience for building tenants:

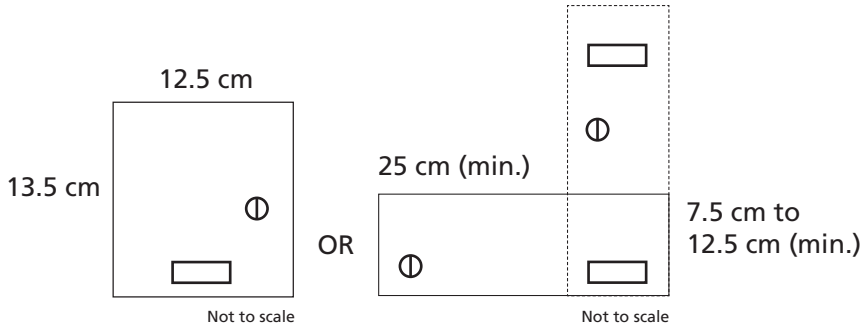
- A larger mailbox reduces the need to fold mail items.
- It holds small packets and parcels.
- It provides a larger capacity to allow mail accumulation over extended periods (e.g., vacations).

3.2 Parcel compartments

Include a number of parcel compartments in the final assembly. Boxes allow building tenants to receive larger mail items that will not fit in the individual customer compartment. This reduces the need for the customer to be directed to a local post office to collect such mail items.

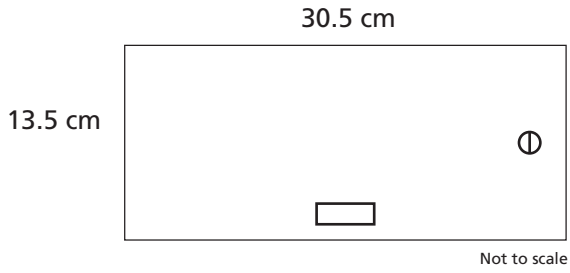
Appendix B

4. Lockbox sizes



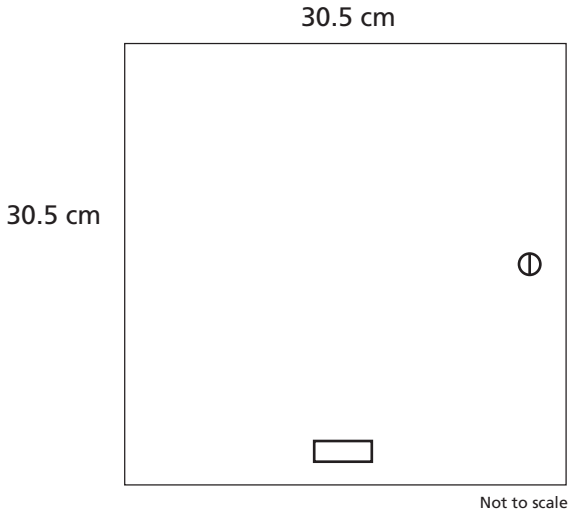
"B" size

Personal compartments for residential and small business applications. These are minimum size requirements, regardless of front-loading or rear-loading lockbox assemblies. All with 35 cm of minimum (min.) depth.



"C" size

Approximately 13.5 cm x 30.5 cm. Used for larger mail receivers in business buildings. These may also be used as optional parcel compartments if space is at a premium.



"D" size

Approximately 30.5 cm x 30.5 cm. Used for large volume receivers in business applications as well as optional parcel compartments.

Note: When ordering lockbox assemblies, one additional compartment must be allowed for housing Canada Post's office lock.

Appendix B

5. Specifications for lockbox assemblies

5.1 Every lockbox assembly must be located adjacent to the main entrance of the building and be readily accessible to delivery personnel. There is to be only one lockbox assembly per building.

5.2 Every lockbox assembly must be constructed so that delivery personnel, when sorting the mail for that assembly, are not required to reach higher than 170 cm from the finished floor level in order to place mail in the top row of boxes, or lower than 45 cm from the finished floor level in order to place mail in the bottom row of boxes. If the bottom row is composed of parcel compartments, it can be 38 cm from the finished floor level. The entire top and bottom rows of boxes must be contained within these maximum measurements as there is always the potential for full use of the boxes.

5.3 Every lockbox assembly must be installed with a minimum of 15 cm between the last row of boxes and all adjoining walls that create inside corners. This ensures ease of access to the boxes and applies to all inside corners on the customer side and the postal delivery side of all assemblies.

5.4 Every lockbox assembly must be constructed and installed in such a manner as to prevent

a) loss or entrapment of mail,
b) damage to mail,
c) injury to post office delivery personnel,
d) injury to the customer.

5.5 Each box in a lockbox assembly must be equipped with a door through which mail can be obtained, and every such door must be equipped with a lock.

5.6 Each box in a lockbox assembly must have a holder in which the name (optional) and apartment suite number of the tenant is placed in such a manner that they are readily visible to the post office delivery personnel when placing mail in the box.

Boxes must be numbered sequentially low to high. Please see page 27 for lockbox sequencing guidelines.

Note: Choose well constructed equipment. Quality boxes will provide many years of trouble-free service. Well built mailboxes will ensure that the tenant's mail is always securely protected and that there is minimum risk of injury to customers and delivery personnel and of damage to mail items. Proper installation is also critical to ensure the security of the mail over a long service life (see section 7).

Appendix B

5.7 Every lockbox assembly must be constructed so that delivery personnel have ready access to the lockboxes in the assembly by means of the following:

a) a master lock on the front of the assembly installed not more than 170 cm and not less than 45 cm from the finished floor level;
b) an enclosed room at the rear of the assembly having a working space of at least 100 cm in width; or
c) where there is an open space or public foyer at both the front and rear of the assembly and the means of access described in paragraphs a) and b) are not reasonably obtainable, a cupboard type door at the rear of the assembly that
    i) when closed prevents unauthorized entry;
    ii) is constructed of metal, 2 cm plywood or other sturdy material;
    iii) is hinged so that the hinge or hinge-pin cannot be removed from the outside when the doors are closed; and
    iv) has a master lock that is firmly anchored through the entire thickness of the door and where the door (constructed of a material other than metal) is firmly anchored to a metal plate.

5.8 With regard to the locking mechanism:

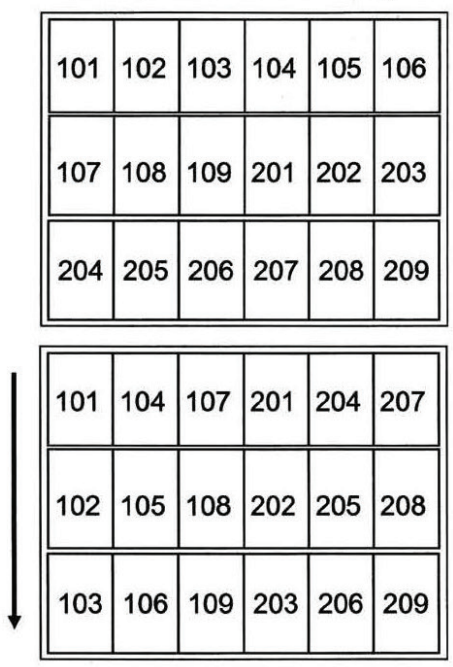
a) the master door of access to a lockbox assembly must be fitted with a lock obtained from Canada Post only;
b) the lock referred to in subsection a) must be fitted in such a manner that, when locked, the bolt of the lock is engaged in metal to a depth of at least 4.5 mm; for a copy of the lock template, contact your delivery planner;
c) certain units on the market do not meet specifications to allow the placement of the new Canada Post crown lock; therefore, it is recommended that you contact your delivery planner prior to purchasing and installing the lockbox assembly to ensure that the unit can be fitted with the Canada Post lock; otherwise, all costs to retrofit will be at the expense of the owner.

5.9 The installation of the lock referred to in section 5.8, must be supervised by post office delivery personnel who will retain custody of the key for the lock.

5.10 Any signalling or communication device or other equipment with a function not related to mail delivery that is installed with a lockbox assembly must not permit or require access to the interior of the lockbox assembly in order to use or maintain the device or equipment.

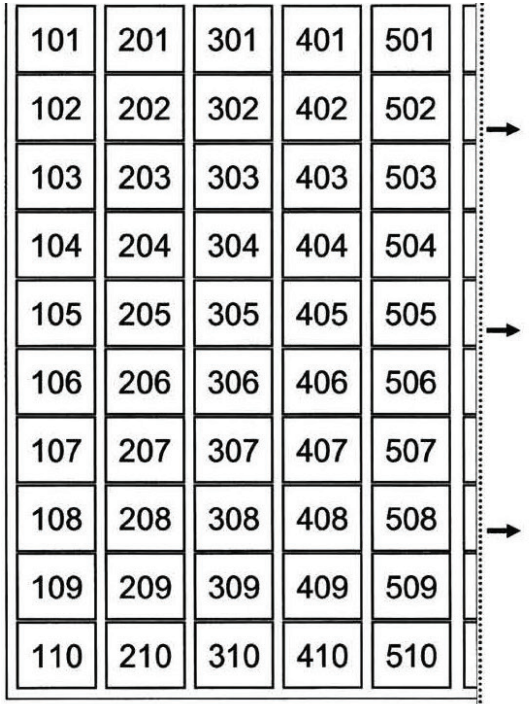
Appendix B

How to sequence compartments in a typical small front-loading lockbox assembly panel (view from lobby)



1. For small front-loading panels, these can be sequenced either top to bottom or across. As long as all boxes in each panel are within arm's reach left/right and up/down.
2. The delivery agent will open one or two panels at a time, deposit the mail, close/lock panels and then move to the next set of panels.

How to sequence compartments in a typical large lockbox assembly with mailroom or large front-loading panel (view from lobby)



1. This is the preferred sequencing when all boxes in the panel are not within arm's reach from one single standing location.
2. Within the mailroom, the sequence for each column will be backward for the delivery agent (i.e., the first column on the left is the last column seen in the lobby view).
3. Top-to-bottom sequencing allows the delivery agent to stay in one location, while sorting to an entire column before moving sideways to the next. This avoids a constant side-to-side motion or moving from one end of the mailroom to the other and back again. This also prevents bending over for long periods of time, while sorting to the bottom rows.

Appendix B

6. Mailrooms

6.1 The minimum box size recommended is a "B" size module (see section 4).

6.2 Where a mailroom facility is installed, the mailroom must

a) meet all requirements as set out in the specifications section;
b) be located behind the lockbox system;
c) be lit with a brightness not less than 100 lux, measured 75 cm above the floor, without impediments or obstructions that would reduce lighting or visibility of suite numbers or create any other unsafe conditions (for example, suspended ventilation ducts, pipes above the floor and pipes or ducts running along walls, pipes in front of the mailboxes, hot pipes or ducts or debris around the mailboxes);
d) be adequately ventilated;
e) be of sufficient size to allow
    i) a minimum working space behind the boxes of 100 cm in width along the length of the group lockbox system;
    ii) such additional working space as determined by your delivery planner, where the processing or temporary storage of mail takes place within the mailroom, or where the mailroom is approved by your delivery planner as a mail-dispatching facility;
f) have doors equipped with a high-security deadbolt lock purchased from your local authorized dealer; consult your delivery planner.

6.3 Construction of mailroom access doors must

a) allow a minimum height of 203 cm throughout, without obstructions that may impede the work of delivery personnel (for example, suspended ventilation ducts, pipes above the floor and pipes or ducts running along the walls, pipes in front of the mailboxes, hot pipes or ducts);
b) allow a minimum width of 81 cm;
c) have a solid core; tempered glass should be a minimum of 6 mm thick with a safety film or wires.

6.4 Your delivery planner must review the plan for the mailroom.

Note: See section 9 for more information on Canada Post specifications for mailroom lock and key systems.

Appendix B

7. General lockbox assembly instructions

7.1 Wall openings – For a neat appearance, make sure that the wall opening is smaller than the overall dimensions of the unit, so that the moulding will cover the hole properly. This installation is subject to Canada Post specifications.

7.2 Support – Normally, the wall will not be thick enough to support the full depth of the fixture. Build a support, making sure that it is level.

7.3 Installing the unit – Fix the unit to the wall on all sides in accordance with the manufacturer's instructions.

7.4 Setting the moulding – If possible, attach moulding to the wall directly or to wood filler or caulking between the wall and the unit.

7.5 Clearance of tongues (tilting part) on all banks – Ensure proper operation of all tilting parts.

7.6 Framework – Depending on the type of wall, vertical studs at each end may not be needed (e.g., in solid walls such as cement). To fix several units, one above the other or side by side, both vertical and horizontal studs are required.

Vertical studs must be flush with the wall to support moulding. Ensure clearance of tongues when installing horizontal studs.

7.7 Ensure that the master doors can open and close easily (do not bind them at the top or bottom).

7.8 Ensure that the master doors open fully to allow ease of sortation into the boxes by the delivery personnel (i.e., that the boxes are not installed too close to corners or walls).

7.9 Ensure that the customer compartments open fully with their keys in the lock so that tenants can obtain their mail easily.

Note: The installation of these systems is subject to Canada Post regulations. Consult your delivery planner.

To ensure lockbox assemblies are properly installed, refer to section 8.

Appendix B

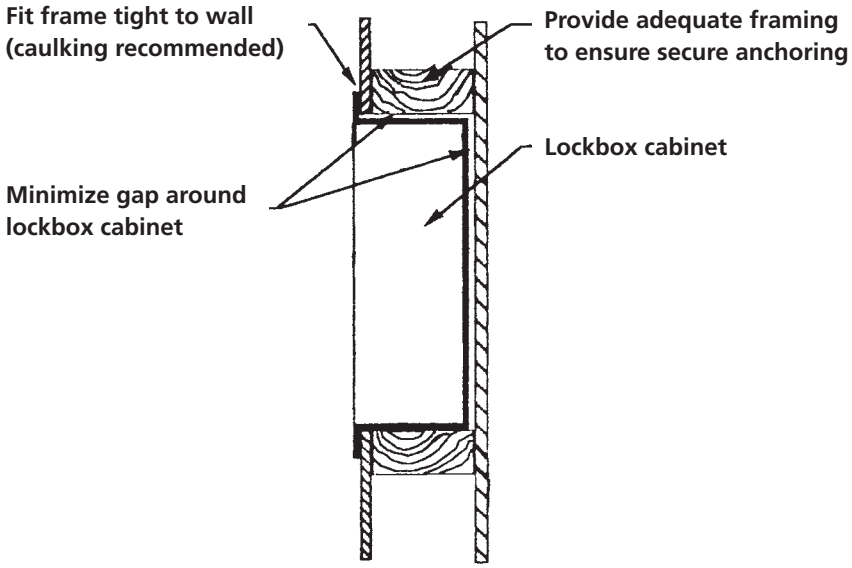
8. Special notice to installers of lockboxes

Lockbox audits indicate that mail can become trapped within the wall cavity surrounding the lockbox assembly. This can be reduced with proper installation. Therefore, we request your assistance and ask that you carefully follow the manufacturer's installation instructions, paying particular attention to the following areas.

8.1 Closely fit the opening in the wall to the outside of the box cabinet. The opening should be straight and square ensuring a minimum gap between the wall framing and the cabinet.

8.2 Provide adequate framing in the wall to ensure that the lockbox assembly can be anchored securely. Note that in normal operation the anchoring is subjected to considerable force. This can result in the lockbox being pulled from the wall after numerous openings, particularly if there is not sufficient anchoring.

8.3 Ensure that the lockbox assembly is installed tightly to the wall. There should not be cracks that permit mail items to be inserted between the frame and the finished wall. Recipients wishing to redirect mail often place it in such cracks which can result in the mail item slipping into the wall cavity and becoming lost. We recommend this seam be sealed with an appropriate caulking.



Appendix B

9. Canada Post lock and key system

9.1 Before mail service can begin, the master door of a lockbox assembly or mailroom must be fitted with a Canada Post lock so that the bolt of the lock engages in metal to a depth of at least 4.5 mm when locked. Post office delivery personnel will supervise the installation of Canada Post lock, and the key for the lock will remain in the custody of Canada Post delivery personnel.

9.2 If a rear-loading mailroom is installed, the door to the mailroom must be secured with a deadbolt lock purchased by the developer. Canada Post will supply a deadbolt key-cylinder that will be inserted into the deadbolt lock provided by the developer. This way access to the mailroom is restricted to Canada Post personnel. Speak to your delivery planner about the correct deadbolt model to purchase.

9.3 When access to the lockbox assembly or mailroom door is through the main doors of the building, the delivery personnel must be able to enter the building with the installation of a Canada Post lock in the buildings intercom system. Most intercom systems come pre-fabricated with housing for a Canada Post lock. Notify your delivery planner when the intercom system will be installed and a Canada Post representative will visit the site to hand over the Canada Post lock for installation.

Alternative solutions to ensure Canada Post has access to the lockbox:

a) placing the lockbox assembly in an accessible foyer or between the open street entrance and the locked entrance;
b) having a Canada Post lock in or near the locking main door, connected directly or by an electric circuit to the master lock so that the lock's catch can be released by inserting a Canada Post key;
c) having one door in the foyer equipped with a deadbolt fitted with a Canada Post key-cylinder and assigned for the sole use of Canada Post;
d) locating the mailroom door to allow entry from the open foyer or an exterior wall.

9.4 Where a lockbox assembly is installed, your delivery planner may determine that a secure area be provided for the temporary storage of mail for the building. This secure space will be equipped with a lock obtained from Canada Post and will be installed within or immediately beside the lockbox assembly.

Note: Combination, punch key access, private key or electronic key fob are not allowed; access to the building by delivery personnel must be by means of the Canada Post lock and key system only.

Appendix B

10. Inspection before mail delivery begins

Canada Post will conduct this inspection to ensure that the lockbox assemblies have been installed in accordance with Canada Post specifications, the lighting is adequate, the mailboxes are functioning properly, the equipment is labelled properly both on the outside and on the inside (if applicable), and there are no obstructions or safety hazards that would impede delivery.

The inspection should be arranged a week or two before the scheduled start of delivery so that if there are any defects, they can be resolved prior to tenants requiring mail delivery. Inspection should be arranged through your delivery planner or the supervisor of the postal installation from which the mail delivery originates.

11. Regular inspection and maintenance

11.1 The owner of a lockbox assembly and mailroom facility will, at the owner's expense, ensure that both the assembly and the mailroom are regularly inspected, cleaned, repaired and kept free from defects and obstructions.

11.2 If a lockbox assembly or unit within an assembly is considered unsafe or insecure, Canada Post may request that the owner of the building repair or replace the lockbox. As well, Canada Post will notify the owner and the tenants that unless the condition is corrected within a reasonable period of time, mail delivery to the assembly may be suspended.

11.3 Building owner/tenants should consider the suggestions listed below:

a) To ensure that the lockbox assembly is secure and the Canada Post lock is protected against theft, install anti-pry units available through your local locksmith or lockbox manufacturer. The anti-pry unit must be installed in a manner to prevent prying open of the main lockbox assembly door and the theft of the Canada Post lock.
b) Consider installing a secondary lock on the mail panels/mailroom door to prevent unauthorized access to the mailroom. Consider installing an electomagnetic lock on the doors of the lockbox assembly and the mailroom to prevent unauthorized access during after-hours.
c) Ensure that individual mail compartment locks are changed whenever new tenants move in or building keys are returned by former tenants.
d) Place security signage reminding customers/tenants to pick up mail as soon as possible.
e) Consider closed-circuit television to monitor building access and mailbox panels.

Appendix B

12. Access for delivery personnel

Building owners must ensure that adequate parking facilities are made available for postal delivery personnel in the delivery area or at another suitable location. This will help to achieve the most efficient delivery and collection of tenants' mail. Use of a loading dock may also be required at high-volume locations to move equipment to the postal service facility. Easy accessibility of elevator service to Canada Post personnel is necessary where the loading dock and postal facilities are not on the same floor.