



# Delivery Planning Standards Manual for Builders and Developers

August 2023





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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.

Prior to starting delivery, Canada Post will perform a pre-delivery inspection. If any part of your project does not meet Canada Post specifications, **adjustments may be required prior to starting delivery.**

## **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 email address of your nearest delivery planning office is on the following page.



# Regional delivery planning offices

## **Atlantic Region**

[atlanticdeliveryservices@canadapost.postescanada.ca](mailto:atlanticdeliveryservices@canadapost.postescanada.ca)

## **Greater Toronto Area (GTA) Region**

[gtadeliveryplanning@canadapost.postescanada.ca](mailto:gtadeliveryplanning@canadapost.postescanada.ca)

## **Quebec Region**

[ASL-DSO.support@canadapost.postescanada.ca](mailto:ASL-DSO.support@canadapost.postescanada.ca)

## **Huron Region**

[CPCSPCDSOLondon@canadapost.postescanada.ca](mailto:CPCSPCDSOLondon@canadapost.postescanada.ca)

## **Prairie Region East**

[deliveryservicesprairie@canadapost.postescanada.ca](mailto:deliveryservicesprairie@canadapost.postescanada.ca)

## **Prairie Region West**

[deliveryservicesalberta@canadapost.postescanada.ca](mailto:deliveryservicesalberta@canadapost.postescanada.ca)

## **Pacific Region**

[deliveryservices.pacific@canadapost.postescanada.ca](mailto:deliveryservices.pacific@canadapost.postescanada.ca)





# Introduction

Centralized mail delivery is 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 including compartment keys and locks.

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**A note regarding centralized mail delivery equipment:**

Canada Post will only deliver mail and parcels to centralized delivery equipment that include a Canada Post high-security master lock. Canada Post does not deliver to parcel equipment managed by third parties.



# 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 will select the appropriate option and sites for your development and provide complete plans and current specifications. Please note that these specifications are subject to change.

It is important that all sites are accessible to everyone. 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.





## 1.0 Community mailboxes

- 1.1 Community mailboxes (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.

### 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/council 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 should 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,
  - traffic volumes, and
  - 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/council 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.

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#### Note:

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

## 2.0 Mini-parks

- 2.1 Mini-parks are clustered community mailboxes that contain four or more modules. Your delivery planner will provide specific plans for mini-park layouts.
- 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)



## Section B

# 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, whether residential or commercial.



Delivery service options available for multiple-unit buildings are:

### 1.0 Front-loading lockbox assembly

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. It may also feature parcel compartments (see **Appendix A**). 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 must be installed **indoors** in, or on, a wall.
- 1.2 When ordering lockbox assemblies, the developer/owner should provide the mailbox supplier with a list of suite/unit numbers assigned within the multi-unit 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 must 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.

### 2.0 Mailroom with rear-loading lockbox assembly

A mailroom incorporates a **rear-loading lockbox assembly**. Canada Post delivery personnel delivers mail to individual compartments from the rear of the boxes in a secure enclosed room (see **Appendix B**, section 6 for mailroom specification).

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**Note:**

For apartment buildings with 100 or more units, a mailroom (including a rear-loading lockbox assembly) must be installed.

For a building of this many units, a mailroom allows for more efficient delivery of the mail because there are not multiple 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).



The following are some criteria you should consider when planning for the location and layout of your lock box assembly and/or mailroom:

- the number of units the lockbox assembly 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 all occupants and Canada Post delivery personnel,
- plans for the design and appearance of the development's amenities,
- easy access to the ground floor of a retail centre (if applicable),
- parking, access for efficient mail delivery (includes loading dock, if applicable).

### **Responsibilities**

The developer/owner must:

- supply, install and maintain the mail delivery equipment (including compartment keys and locks) according to Canada Post specifications (see **Appendix B**),
- ensure that all the mail delivery equipment placement conforms to the *Accessible design for the built environment* (CSA B651),
- 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 (see page 15 for suite/unit numbering requirements),
- When making changes to suite/unit numbering or designations (additions, deletions, etc.), building management must inform Canada Post so that we can update our address delivery database. This is important so that third-party mailers can validate these details.

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### **Note:**

There must be no duplicate suite/unit numbers.

### 3.0 Suite/unit numbering

#### Recommended format for suite/unit numbering:

- Numeric only (i.e., 1-20 Main St.)

#### Not recommended, but acceptable:

- Alpha (A-20 Main St.)
- Alpha-numeric (PH1-20 Main St.)
- Physical descriptors (BSMT-20 Main St.)

**Note:** This format is supported, but in some cases, there may be delays with delivery if this format is used.

#### Not acceptable:

- Combining physical descriptions (words) or special characters as part of the numbering (i.e., PH.101-20 Main St. or BSMT 20 Main St.)

**Note:** This format is not supported and will result in delivery issues if used.

In addition to the recommended formatting, all suite/unit numbering must adhere to the following criteria:

- no hyphens or special characters (@,#,&\*,.),
- no duplication of unit numbering 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 “mid” size and in some cases, there may be a requirement for “large/parcel” size compartments for large volume mail receivers. See compartment size specifications in **Appendix B**.

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#### 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 “standard” 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 “mid” size (14 cm x 30.5 cm) compartment for every 230 m<sup>2</sup> of leasable space including one “large/parcel” size (30.5 cm x 30.5 cm) compartment for every 8 units of leasable space.



Section C

# 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.

# Renovations to multiple-unit buildings





## 1.0 Renovations to multiple-unit buildings

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

- 1.1 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 or where renovations to an existing multi-unit building receiving delivery to the door changes the number of occupants:
- 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 (see **Appendix B**).
  - 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 8).
  - 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.
- 1.2 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 (see **Appendix B**).
  - Where fire regulations require existing multi-unit individual mailboxes to be altered, a lockbox assembly 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.

When making changes to suite/unit numbering or designations (additions, deletions, etc.), building management must inform Canada Post so that we can update our address delivery database.

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**Note:**

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

# Standards for parcel compartments

Parcel compartment boxes are large mailboxes installed in addition to the required customer compartment boxes and are not assigned to specific building tenants. “Large/parcel” size boxes (see **Appendix B**) 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 (see **Appendix A**).

## 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 cannot duplicate customer compartment numbers.
- Parcel compartment locks must be a unique key code series and must not duplicate a customer compartment lock.
- Parcel compartment keys must clearly identify which compartment they provide access to and must hold a permanent tag with instructions for customer use (see **Appendix A**). Tags made of paper, cardboard or tape will not be accepted. Consider a larger size key tag to ensure keys are not accidentally removed from the mailroom.
- The compartment must be accessible only to Canada Post 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 “large/parcel” size box (see **Appendix B** for box sizing) for every eight tenant boxes.
- If “large/parcel” size compartments are used as parcel compartments, the key return slot should be large enough to fit the key and tag only, not mail.

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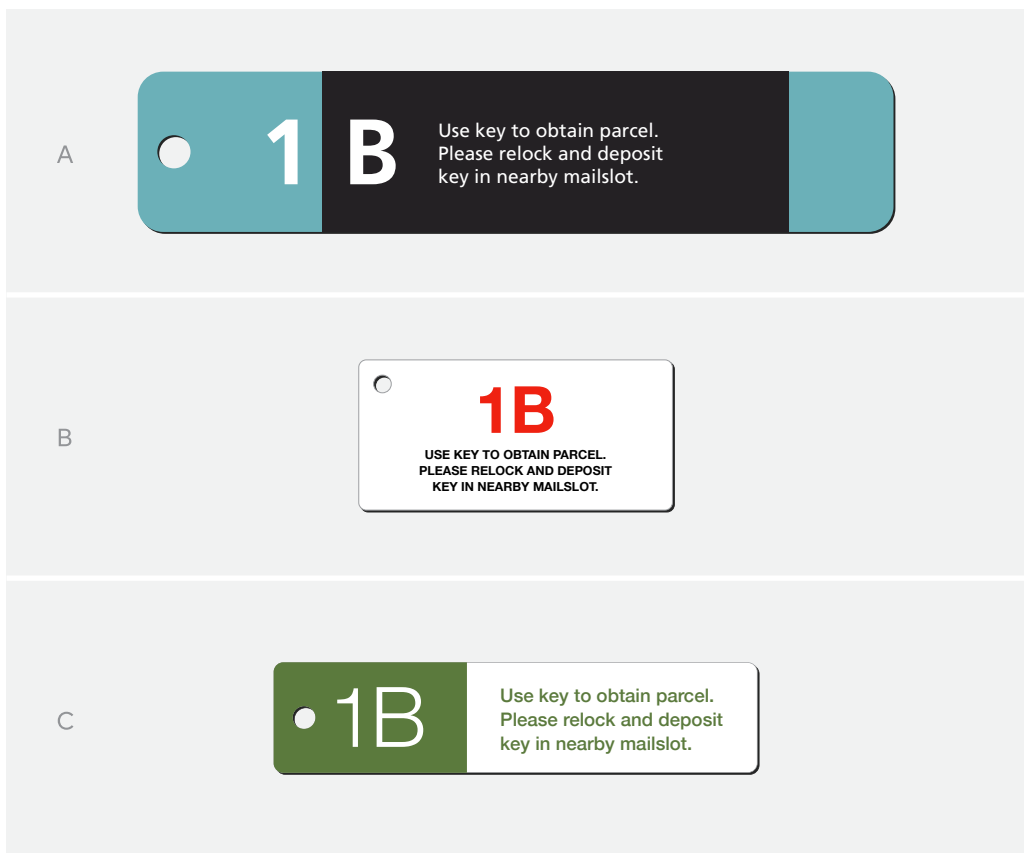
## Note:

Parcel compartments installed as a part of a lockbox assembly are the responsibility of the building owner. This includes maintenance and key replacement when required.

### Parcel compartment key tags



Examples of possible key tag designs:





# 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 requirements (Section B), either of these box types will provide appropriate mail delivery functionality.

### 1.0 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 several 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 “standard” 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.
- Larger compartments in varying configurations are available (see section 4).

## 2.0 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 can safely deposit mail into the open backs of the boxes. Mailrooms must comply with Canada Post requirements, as outlined in section 6.

## 3.0 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).

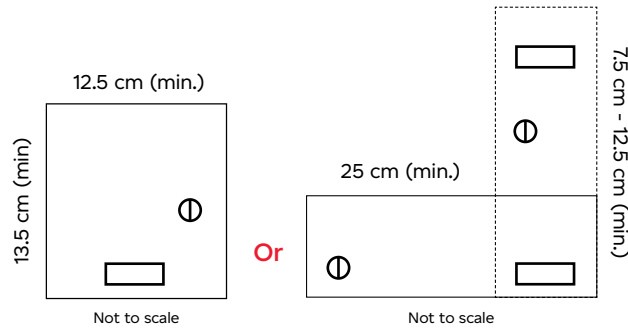
### 3.2 Parcel compartments

Include a number of parcel compartments (see **Appendix A**) 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. Only Canada Post personnel will be permitted to deliver to the parcel compartments that are a part of the lockbox assembly.

### 3.3 Outgoing mail slots

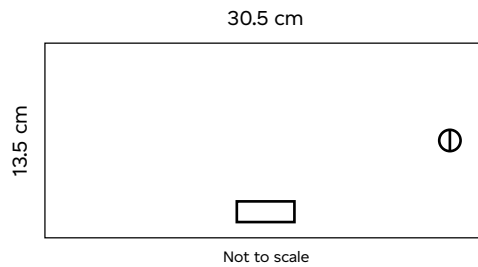
Canada Post does not retrieve outgoing mail from lockbox assemblies. Any outgoing mail slot may only be used for parcel key management, and if so must be labelled as such. If the outgoing slot will not be used for parcel key retrieval, it must be closed or blocked and any signage indicating “outgoing mail” should be removed or covered.

#### 4.0 Lockbox sizes



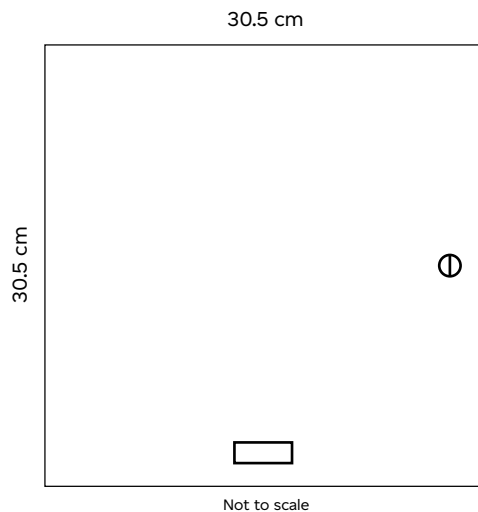
##### 4.1 “Standard” size

The minimum size requirements are approximately 13.5 cm x 12.5 cm OR 7.5-12.5 cm x 25 cm, each with 35 cm (min) of depth. These measurements apply to both front and rear-loading lockbox assemblies. Used for residential and small business applications.



##### 4.2 “Mid” 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.



##### 4.3 “Large/Parcel” size

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

**Note:**

Standard manufacturing sizes may differ from the sizing listed above, minimum requirements must be adhered to. When ordering front-loading lockbox assemblies, there must be a dedicated space for housing Canada Post’s master lock.



## 5.0 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 location per building.
- 5.2 Every lockbox assembly must meet the following measurements; the bottom of the lowest row of compartments must be at least 45 cm from the finished floor and the top of the highest row of compartments must not exceed 170 cm from the finished floor. The entire top and bottom rows of boxes must be contained within these measurements as there is always the potential for full use of the boxes. 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 (front loading or rear-loading) by both customers and delivery personnel.
- 5.3 Every lockbox assembly must be constructed and installed in such a manner as to prevent
- loss or entrapment of mail,
  - damage to mail,
  - injury to Canada Post delivery personnel,
  - injury to the customer.
- 5.4 Each compartment 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.
- 5.5 Each compartment in a lockbox assembly must have a holder in which the name (optional) and apartment suite/unit 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.

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### Note:

Choose well-constructed, heavy-duty metal equipment. While the specifications listed above are the minimum requirements, Canada Post recommends security hardened boxes like the STD-4C model\*.

Quality boxes will provide many years of trouble-free service. Well-built mailboxes will ensure that the tenant's mail is always securely protected, there is minimum risk of injury to customers and delivery personnel and will reduce damage to mail items. Proper installation is also critical (see section 7).

*\*Standard lock to be replaced with Canada Post lock as specified on page 28.*

- 5.6 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. Ideally, this lock should be installed between 145 cm and 99 cm from the finished floor;
  - 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.
- 5.7 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 as outlined in **Appendix C**;
  - c) certain units on the market do not meet specifications to allow the placement of the Canada Post high-security (master) 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.
- 5.8 The installation of the lock referred to in section 5.7, must be supervised by post office delivery personnel who will retain custody of the key for the lock.
- 5.9 Any signaling 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.

**Column sequencing for lockbox assemblies**

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).

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.

101	102	103	104	105	106
107	108	109	201	202	203
204	205	206	207	208	209

a) Small front-loading lockbox assembly panel (view from lobby). Contains a 3-row grid of lockboxes numbered from 101 to 209 ascending in number from top left to bottom right. This is an option for sequencing when all boxes in the panel are **within arm's reach** from one single-standing location.

101	201	301	401	501
102	202	302	402	502
103	203	303	403	503
104	204	304	404	504
105	205	305	405	505
106	206	306	406	506
107	207	307	407	507
108	208	308	408	508
109	209	309	409	509
110	210	310	410	510

b) Large front-loading lockbox assembly (view from lobby). Contains a 5-column grid of lockboxes numbered from 101 to 510. 101 ascends to 110 from the top row to the bottom of the first column and so on. This is the required sequencing when all boxes in the panel are **not within arm's reach** from one single-standing location.



## 6.0 Mailrooms

### 6.1 Where a mailroom facility is installed, the mailroom must:

- a) be located behind the lockbox assembly;
- b) 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);
- c) be accessible only to Canada Post personnel, do not locate items that will require periodic inspection or maintenance in the mailroom (i.e., HVAC, sprinkler systems, etc.);
- 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 rear-loading lockbox assembly;
  - 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;
  - iii) have doors equipped with a doorknob/handle on both sides and a high-security deadbolt lock, that is compatible with an Abloy cylinder (see **Appendix C**), purchased from your local authorized dealer; consult your delivery planner.
- f) Parcel compartments (if installed) should not be large enough so that someone can climb through into the mailroom.
- g) There should only be one mailroom per base building address.

### 6.2 Construction of mailroom access doors must:

- 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);
- allow a minimum width of 81 cm;
- have a solid core; tempered glass should be a minimum of 6 mm thick with a safety film or wires.

### 6.3 Your delivery planner must review the plan for the mailroom.

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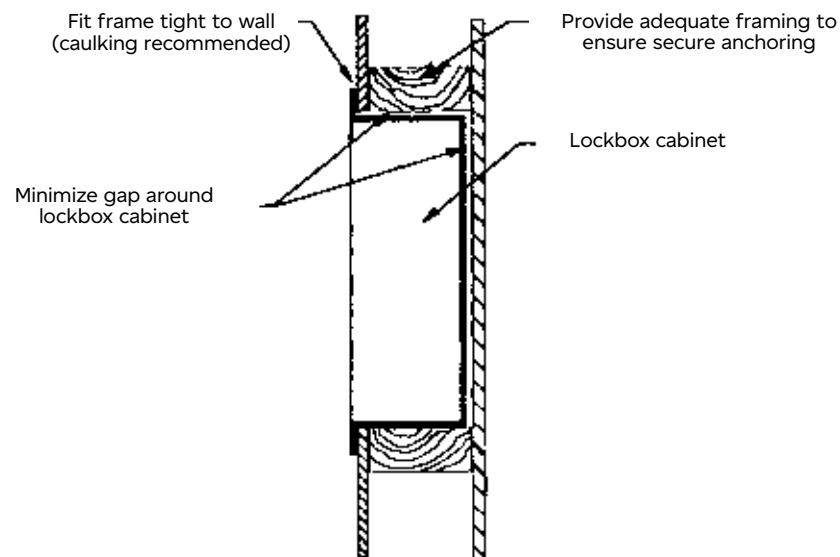
**Note:**

See section B for more information on Canada Post specifications for mailroom lock and key systems.

## 7.0 Special notice to installers of lockboxes

All lockbox assemblies should be installed as per the manufacturer's instructions. If properly installed, all doors should open with a full range of motion and the equipment should be securely installed in/on the wall. Additionally, if the lockboxes are improperly installed, mail can become trapped within the wall cavity surrounding the lockbox assembly. Please pay particular attention to the following areas:

- 7.1 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.
- 7.2 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.
- 7.3 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.




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### Note:

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

## 8.0 Canada Post lock and key system

- 8.1 Before mail service can begin, the master door of a lockbox assembly or mailroom must be fitted with a Canada Post high-security lock (see **Appendix C**). Canada Post 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.
- 8.2 If a rear-loading mailroom is installed, the door to the mailroom must be secured with a deadbolt lock purchased by the developer that is compatible with an Abloy cylinder (see **Appendix C**). These deadbolts can be purchased from your local authorized dealer, consult your delivery planner. 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 only. Speak to your delivery planner about the correct deadbolt model to purchase.
- 8.3 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 building's intercom system. Most intercom systems come prefabricated with housing for a Canada Post lock, while some suppliers have it as an option to select. Before purchasing an intercom system, ensure that the unit can be fitted with the Canada Post lock and no part of the lock is protruding out of the intercom system. This lock must be installed between 145 cm and 99 cm from the finished floor. Otherwise, all costs to retrofit will be at the expense of the owner and delivery cannot commence until fixed (see **Appendix C** for lock specifications). 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. Please ensure nuts and washers are available for the installation of the high security lock.

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. If the intercom cannot accommodate a Canada Post lock, a separate recessed, high security steel lockbox connected to the electric circuit must be installed to house the Canada Post lock requirement.
- 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.

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### Note:

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

## 9.0 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), mailrooms have a proper deadbolt, access to building is via Canada Post lock and key system only, and there are no obstructions or safety hazards that would impede delivery.

The inspection should be arranged 6-8 weeks 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.

## 10.0 Regular inspection and maintenance

- 10.1 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.
- 10.2 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, mail delivery to the assembly may be suspended.
- 10.3 Building owner/management 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, and cannot impede mail delivery by Canada Post personnel.
  - b) Consider installing a secondary or electromagnetic lock on the mail panels/ mailroom door to prevent unauthorized access to the mailroom after-hours. Security bars are also permitted if they are left unlocked during delivery hours. Additionally, mailbox cages are permitted as long as they have a double lock feature whereby a Canada Post master lock is installed in the outer door and the inner door is accessed by customers using a private key.
  - c) For intercom panels, consider installing timers on the lock access switch to activate only during delivery hours. Security hardening for intercom panels including security screws, secondary locks, reinforcement strips and/or brackets which are also available from local locksmiths.
  - d) Ensure that individual mail compartment locks are changed whenever new tenants move in or building keys are returned by former tenants.
  - e) Place security signage reminding customers/tenants to pick up mail as soon as possible.
  - f) Consider closed-circuit television to monitor building access and mailbox panels.



### 11.0 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.





# Community mailbox dimensions

A single community mailbox module stands in total at 1663 mm x 780 mm with a width of 518 mm. The body of the community mailbox, containing the personal and parcel compartments, is 1332 mm in height.

