



The Right Honourable Justin Trudeau, P.C., M.P.
Prime Minister of Canada
Langevin Building - 80 Wellington Street
Ottawa, Ontario
K1A 0A2

November 13, 2018

Dear Prime Minister,

On behalf of Canadian eBay small business sellers, I am deeply concerned about the negative business implications of the Canada Post Corporation labour disruptions, particularly in light of the upcoming retail holiday season. I encourage the government to explore all available legislative solutions to alleviate the current situation.

eBay small business sellers, like other small and medium businesses (SMBs) across Canada, have been dealing with uncertainty in their supply chains for weeks; they have been forced to adapt their businesses and make costly alternative shipping arrangements in order to remain competitive and open for business. Unlike their larger competitors, small online businesses are not able to leverage their scale to negotiate favourable rates with private couriers.

The impacts of further escalations in the current labour action, or of a full-blown suspension of service, would most adversely impact the micro and small businesses that rely on Canada Post. This means, a bicycle parts retailer in Gatineau, Quebec or an auto parts provider in Woodlawn, Ontario will have to make costly shipping alternatives that will slow their business, decrease exports, and harm this critical part of our economy. One Toronto-area seller has warned that they would not be able to “afford to use courier services to complete sales” if a full-blown strike ensued.

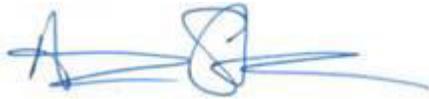
Canada Post’s role as an enabler of ecommerce not only drives Canadian parcel volume, it also unlocks tremendous economic potential among Canadian small and micro businesses. For example, technology-enabled sellers, such as the SMBs on eBay, export at a rate of 99% and reach 18 markets on average every year – results far better than those of traditional SMBs. As a result of their ability to reach foreign markets, more than 50% of these businesses’ sales are derived from exports. As Canada looks to increase trade diversification and support inclusive trade, these micro-multinationals demonstrate what is possible while also underscoring the importance of key infrastructure like Canada Post.

Black Friday and Cyber Monday are critical sales opportunities for Canadian small and micro retailers, particularly those that sell into the US -- the largest consumer market in the world. Should the Canada Post service disruptions continue through this key retail moment, these SMBs will be seriously disadvantaged in competing for US demand, as

the ongoing labour action challenges their ability to meet basic customer expectations when it comes to shipping.

With the above context in mind, I strongly urge your government to take necessary and immediate actions to implement a long-term agreement that restores certainty in Canada's postal service and ensures consistent, reliable support for Canadian SMBs.

Sincerely,

A handwritten signature in blue ink, appearing to read 'A. Stairs', with a stylized flourish extending to the right.

Andrea Stairs,
General Manager, eBay Canada & Latin America

CC: Hon. Patty Hajdu, P.C., M.P., Minister of Employment, Workforce Development and Labour

Hon. Carla Qualtrough P.C., M.P., Minister of Public Services and Procurement and Accessibility