

Access to Information Annual Report 2019-20

April 2019-March 2020



Contents

1. Introduction	3
2. Mandate	3
3. Canada Post and the Access to Information Act.....	4
4. Organizational Structure.....	4
5. Delegation of Authority	6
6. Governance	6
7. Access to Information Program	6
Successes and challenges.....	6
8. Requests.....	7
8.1 Types	7
8.2 Volumes	8
8.3 Sources	9
8.4 Completion time	9
8.5 Exemptions.....	10
8.6 Exclusions	10
8.7 Extensions.....	10
9. Monitoring the Processing of ATI Requests.....	11
10. Complaints	12
11. Training and Awareness.....	13
12. Policies and Guidelines	13
13. Conclusion	13
Appendix A – Delegation Order.....	14
Appendix B – Canada Post Corporation Wholly Owned Subsidiaries.....	19
Appendix C – Treasury Board Secretariat Statistical Report	20

1. Introduction

The *Access to Information Act* (the Act) gives Canadian citizens, as well as corporations in Canada, the right to request access to records held by federal institutions including Crown corporations subject to the Act.

Canada Post Corporation (Canada Post or the Corporation) is pleased to submit to Parliament its Annual Report related to the administration of the *Access to Information Act*, prepared in accordance with section 72 of the Act. Canada Post's financial year aligns with the calendar year. As required by the Treasury Board Secretariat of Canada, this report covers the period from April 1, 2019, to March 31, 2020.

2. Mandate

The Canada Post Group of Companies, which includes Canada Post and its subsidiaries – Purolator Holdings Ltd., SCI Group Inc. and Innovapost Inc. – employed nearly 68,000 people in 2019, and of that number, more than 53,000 were full-time and part-time employees. The Group of Companies delivered almost 7.9 billion pieces of mail, parcels and messages in 2019 to 16.5 million addresses across Canada. Canada Post operates the largest retail network in Canada with almost 6,100 retail post offices. It has a mandate to provide a standard of postal services that meets the needs of Canadians in a secure and financially self-sustaining manner.

With digital communication and online bill payment prevalent among Canadian households and businesses, Lettermail™ volumes have declined steadily and significantly for more than a decade. Canada Post delivered 2.5 billion (48%) fewer pieces of mail in 2019 than in the peak year of 2006.

Canada Post has evolved and transformed its business so that it continues to play a key role in the delivery of Canadians' online purchases. In 2019, for the first time in history, revenue from Canada Post's Parcels line of business surpassed revenue from Transaction Mail. At \$2.7 billion, Parcels revenue generated 41% of the Canada Post segment's revenue in 2019, compared to only 21% in 2011.

Canada Post's mandate is to be a self-sustaining entity, while providing a basic service to all Canadians. The Corporation continues to play a key role in the lives of Canadians, becoming the country's number one parcel delivery company. This is an area of the business that has grown significantly in recent years and is Canada Post's most competitive market. Since Canada Post operates on a financially self-sustaining basis and its revenue is earned in these highly competitive markets, it is critical that commercially sensitive information is protected. While the majority of government documents are non-commercial by definition, the opposite is true at Canada Post, where in fact, the majority of documents are commercial in nature.

™ Trademark of Canada Post Corporation.

3. Canada Post and the Access to Information Act

Canada Post has been subject to the *Access to Information Act* since September 1, 2007. The Corporation is strongly committed to meeting its obligations under the Act. It is of paramount importance that the requesters' right of access is respected and balanced with the protection of commercially sensitive, corporate and third-party information.

Approximately 57% of Canada Post's revenue is earned in the highly competitive parcels markets. In these competitive markets, it is critical that certain information not be disclosed due to its commercial sensitivity and the potential prejudice to Canada Post's position in the marketplace. Section 18.1(1)(a) was added to Act for Canada Post's exclusive use and to acknowledge the unique commercial context in which it operates.

Canada Post embraces the principle of transparency as a crown corporation that serves Canadians. This commitment is demonstrated in several ways, including the publication of a comprehensive annual report about its business and financial performance, a Corporate Plan Summary Report, the *Canada Postal Guide*, the Sustainability Report and through the website at canadapost.ca. The Corporation also proactively discloses the travel and hospitality expenses of senior executives and members of the Board of Directors. These proactive disclosures became a legal requirement under the Act in 2019.

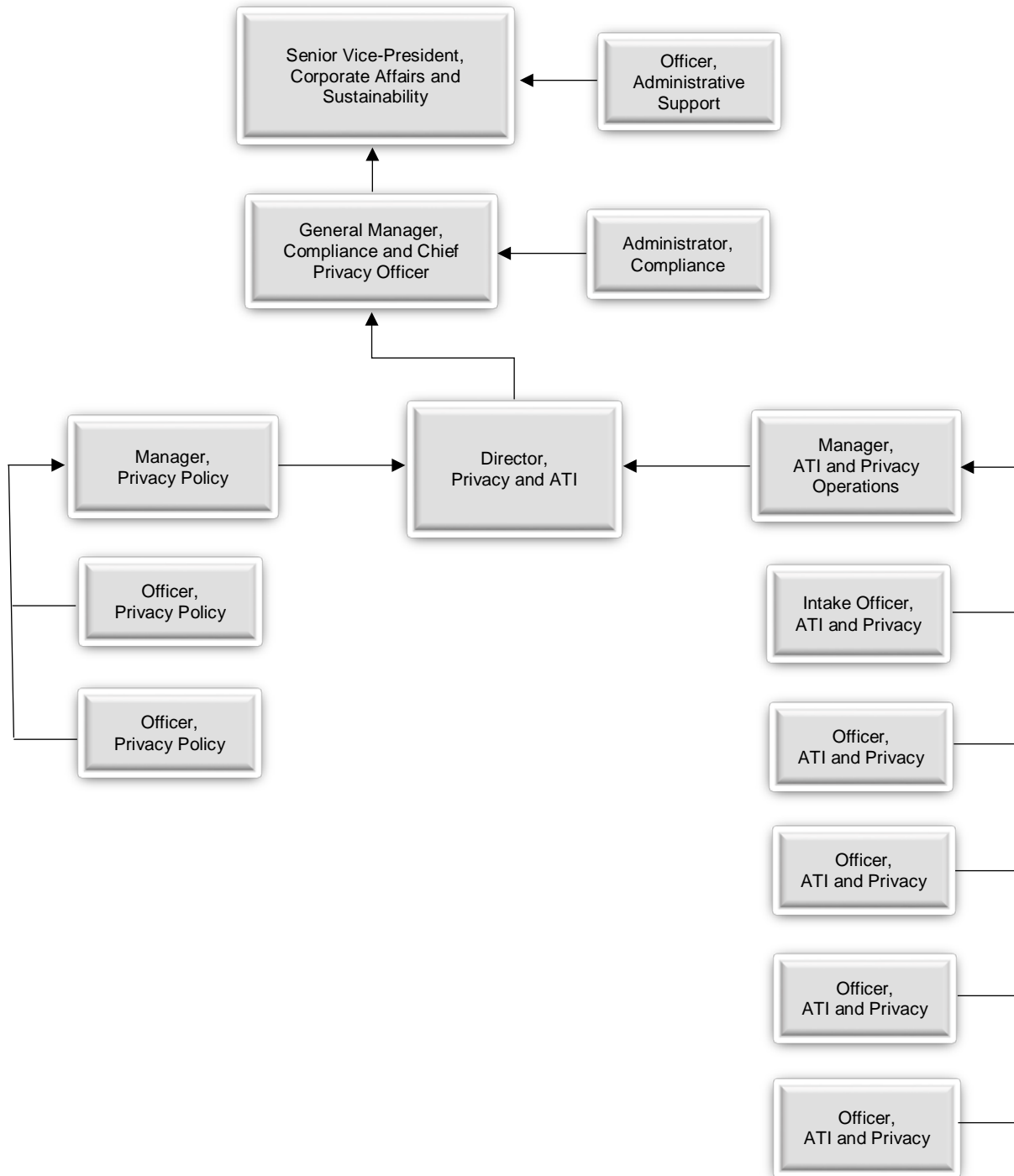
4. Organizational Structure

The Access to Information (ATI) Directorate is a part of the Compliance Team within the Corporate Affairs and Sustainability portfolio. It administers the Act for the Corporation and is responsible for responding to all requests for access to information submitted to Canada Post under the *Access to Information Act*.

During the 2019-20 reporting period, the team comprised four access to information and privacy officers and one intake officer, reporting to the Manager of Access to Information and Privacy. The Manager reports to the Director of Privacy and Access to Information, who in turn reports to the General Manager of Compliance and Chief Privacy Officer. The Director acts as the Access to Information and Privacy Coordinator and point of contact for the Corporation in liaising with the Treasury Board Secretariat of Canada, the Office of the Information Commissioner of Canada and other government institutions for access to information matters.

The offices of primary interest (OPIs) have been identified under the general managers across the Corporation. A network of liaison officers (LOs) has been identified to represent the OPIs to coordinate and liaise with the Access to Information Directorate on administrative processes related to the processing of records for ATI requests.

The chart below outlines our organizational structure as of March 31, 2020.



5. Delegation of Authority

In 2019-20, the delegation order, pursuant to section 96 of the *Access to Information Act*, was reviewed to address changes to senior executive roles and responsibilities. In May 2020, the delegation order was revised to reflect these changes. The President and CEO's authority has been delegated for the Corporation to meet key legislative requirements, while enabling efficiencies and managing risk at the appropriate levels in the Corporation. As required by Treasury Board Secretariat of Canada, a copy of the delegation order is included in Appendix A.

6. Governance

The ATI Directorate has the commitment and support of senior management and the Board of Directors to ensure that the Corporation meets its obligations under the Act.

The ATI Advisory Committee, composed of Canada Post executives, has a mandate to support the ATI Directorate. It was created in 2007 when Canada Post first became subject to the Act, and it meets regularly to advise and guide the ATI Directorate, and to help resolve and escalate issues.

7. Access to Information Program

Successes and challenges

In 2018, the ATI Directorate undertook the task of eliminating the entire historical complaint backlog of almost 100 complaints (which spanned approximately 10 years) within a very challenging timeframe. This goal was a key deliverable on the scorecard of the President and CEO. In 2018, a task force was established to focus operational efforts on the resolution of these complaints. This work continued into 2019 with the successful elimination of all backlogged complaints and closure of 90% of all complaints.

This year, the ATI Directorate continued to work with the Office of the Information Commissioner of Canada (OIC) to resolve any further complaints and issues in ongoing investigations. This has been important for Canada Post to engage the OIC in discussions about the Corporation's position on the protection of certain records under sections 18.1(1)(a) and 18(b), which recognize Canada Post's unique status as a Crown corporation with a commercial mandate. In a highly competitive marketplace, it is critical that Canada Post be able to fairly compete against its competitors, which do not have similar obligations to disclose commercially sensitive records under the Act.

In further efforts to increase compliance and efficiencies in the program, a comprehensive review of ATI processes and procedures for the management of requests and complaints has been undertaken. The current processes, practices and policies were also reviewed to ensure alignment with the new legislative amendments that came into force in June 2019.

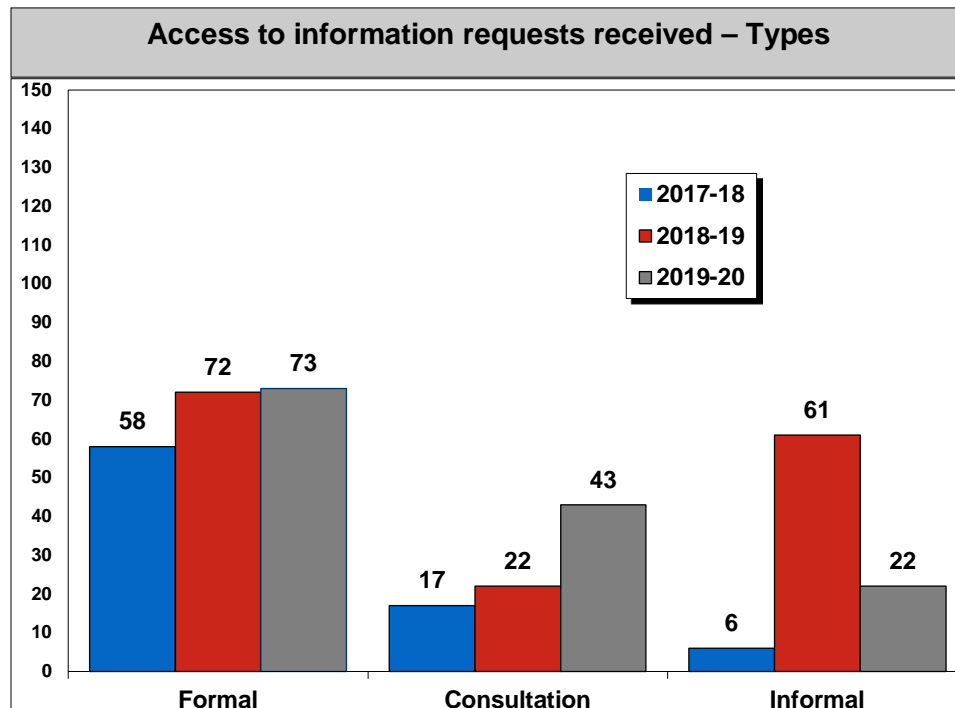
During the reporting period, a focus on training and education of staff has been a priority. Staff training sessions have been conducted to increase levels of knowledge and understanding of policy positions regarding record treatments and to achieve consistency in the application of the Act.

In 2019-20, the ATI Directorate experienced resource challenges due to high staff turnover. While these issues presented challenges in managing workload, the team was able to successfully meet its obligations under the Act. The ATI Directorate ended the year with a full complement of staff.

8. Requests

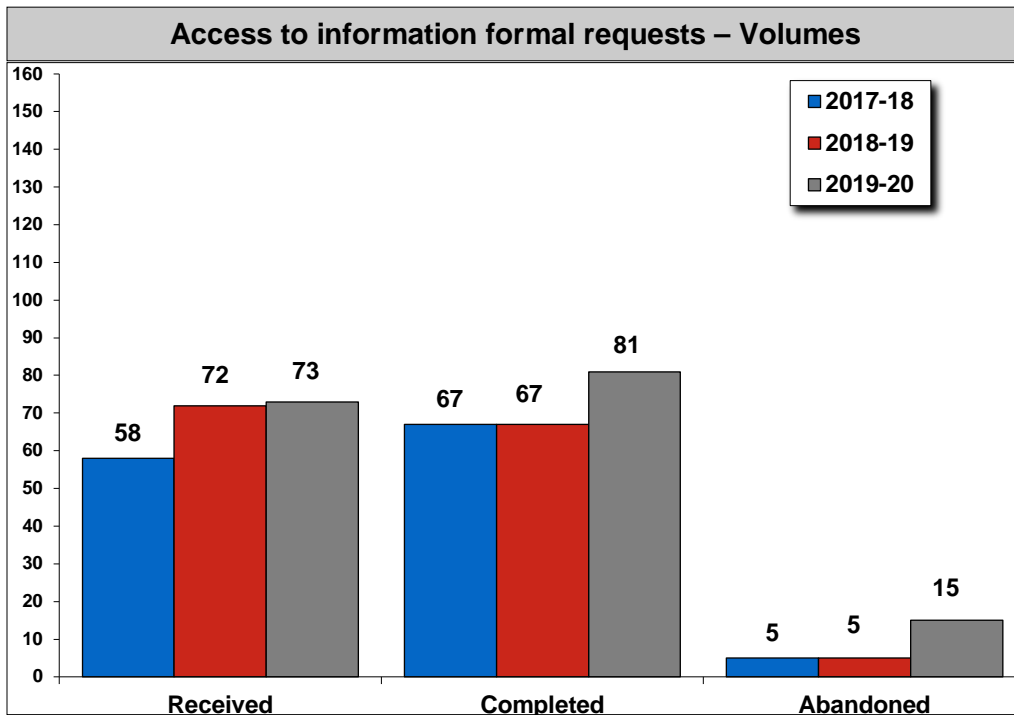
8.1 Types

The Corporation saw a two-fold increase in the number of consultation requests received, compared to the 2018-19 reporting period. This is partly explained by the fact that some institutions conducted comprehensive archival reviews of their records that included references to Canada Post. The number of informal requests decreased to approximately one third of those received in the 2018-19 reporting period largely because of a declassification of records by the Government of Canada containing personal information, which were subsequently reported under the *Privacy Act*.

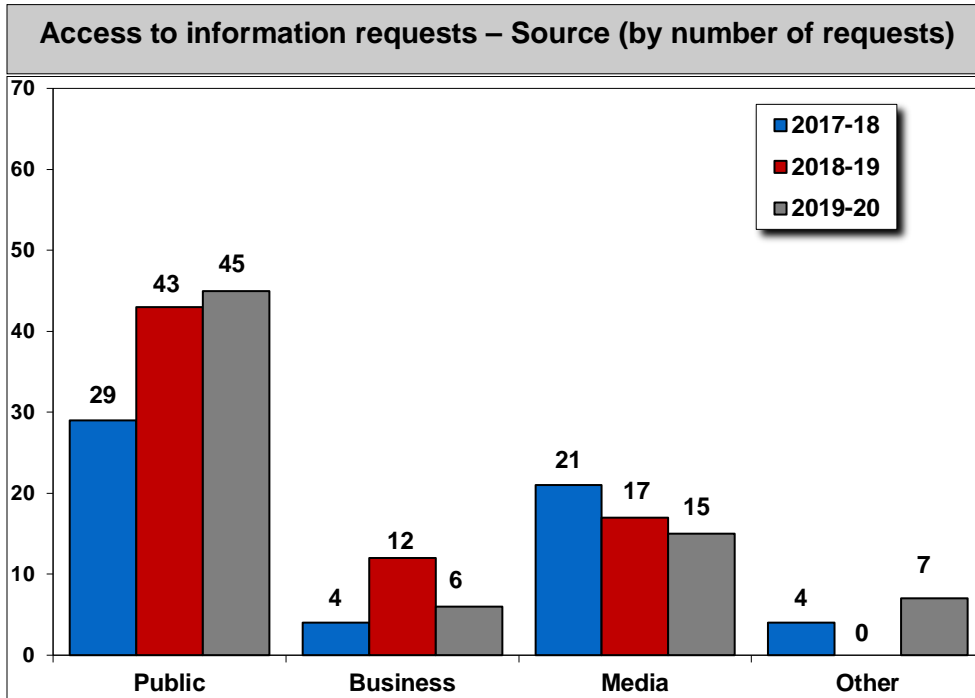


8.2 Volumes

The volumes of formal requests remained relatively constant in 2019-20, compared to the past three reporting periods.



8.3 Sources



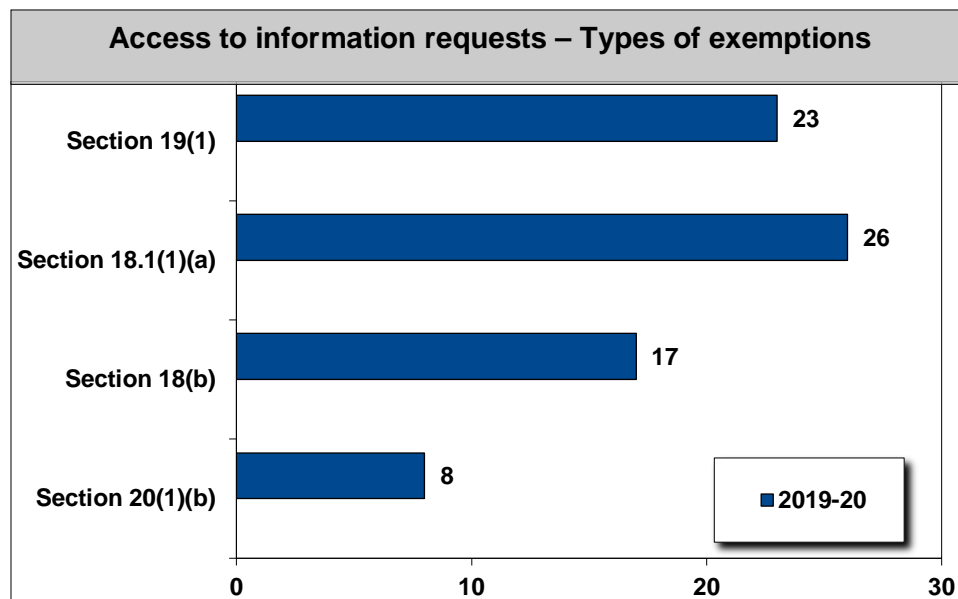
8.4 Completion time

During the 2019-20 period, 76 out of 81 formal requests were closed on time, which represented 93.8%. In 2018-19, the figure was 88% and in 2017-18, 93%.

8.5 Exemptions

In 2019-20, the exemptions in the *Access to Information Act* that were applied to records the most frequently included the following:

- section 18.1(1)(a) – Canada Post’s confidential and commercially sensitive information
- section 19(1) – personal information
- section 18(b) – prejudice to competitive position
- section 20(1)(b) – confidential information supplied by a third party



8.6 Exclusions

In 2019-20, one exclusion was invoked under section 68(a).

8.7 Extensions

The total number of extensions taken has remained relatively constant for the last three reporting periods.

In 2019-20, 18 extensions were taken pursuant to section 9(1)(a) of the *Access to Information Act*, due to the large number of records involved and the fact that meeting the original time limit would unreasonably interfere with operations. Eight extensions were taken pursuant to section 9(1)(b) for internal consultations and five extensions were taken pursuant to section 9(1)(c) to consult third parties.

9. Monitoring the Processing of ATI Requests

To strengthen accountability and assist Canada Post in meeting its legislative requirements, the ATI Directorate has developed a number of measures to monitor and evaluate the processing of access to information requests.

Canada Post uses Amanda 7 software by Calytera (formerly CSDC Systems) to manage all requests received under the Act. The software has a functionality that allows the Manager of Access to Information and Privacy to monitor the status and time taken to process ATI requests.

In addition, the ATI Directorate conducted these activities:

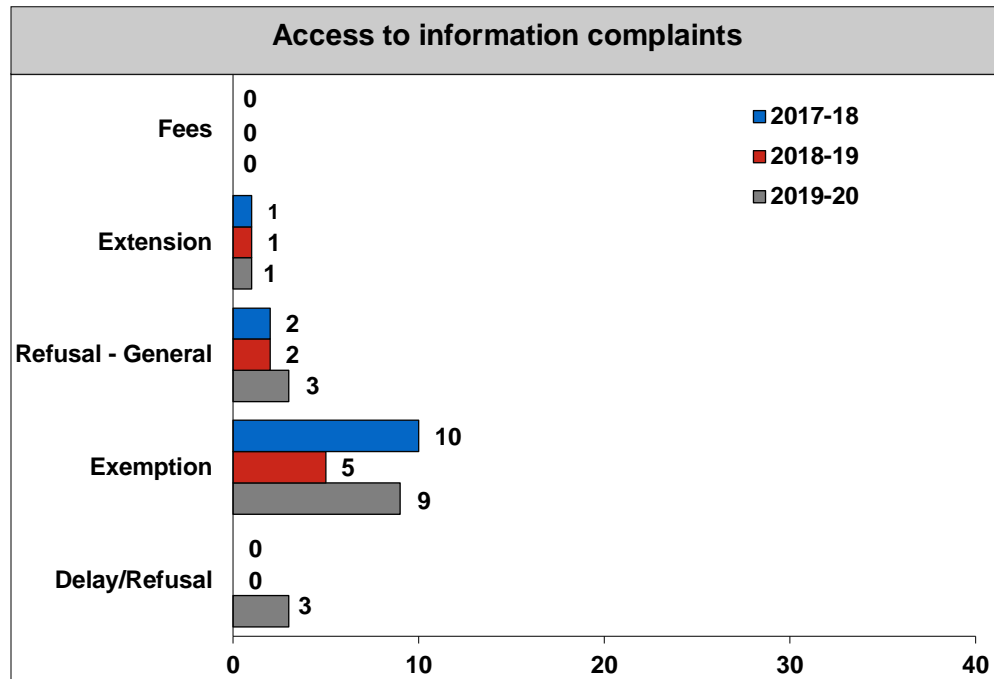
- weekly file management reviews of ATI requests with ATI officers;
- monthly review with the General Manager of Compliance and Chief Privacy Officer;
- monthly meetings with the ATI Advisory Committee;
- monthly ATI program and request updates to the Senior Vice-President of Corporate Affairs and Sustainability;
- as needed, briefings to the President and CEO, and briefings to senior executives and OPIs on key requests;
- monitoring of monthly scorecards to measure criteria against objectives set for the year:
 - percentage of formal active requests on time;
 - percentage of requests responded to on time;
 - deemed refusal rate;
- tracking of performance metrics for each request completed to evaluate consistency in request processing:
 - on-time closure;
 - commitment to work plans for requests with extensions;
 - errors or inconsistencies in the severing information and application of exemptions.

In the reporting period from March 15 to 31, 2020, during which working conditions were affected by COVID-19, Canada Post continued to respond to all requests. Since Canada Post was deemed an essential service for Canadians, it was imperative that the Corporation focus on critical operational priorities to fulfil its mandate. Although the ATI Directorate was able to remain fully functional, there were operational pressures that limited the ability to retrieve and review records. This resulted in delays and necessitated the use of section 9 of the Act to seek extensions for several files.

A secure electronic portal was set up (through the epost Connect™ service) as the request process shifted to an electronic record disclosure process with some ad hoc requests for paper records.

™ Trademark of Canada Post Corporation.

10. Complaints



In 2019-20, the ATI Directorate worked closely with the Office of the Information Commissioner of Canada to close 90% of all outstanding complaints. Many of these complaints were historical and only four were considered well founded.

These complaints gave Canada Post the opportunity to discuss the approach to disclosure and the interpretation of sections 18.1(1)(a), and 18(b) of the *Access to Information Act* in the context of Canada Post's mandate.

11. Training and Awareness

In 2019-20, the ATI Directorate hosted quarterly internal community meetings for liaison officers across the Corporation. These sessions updated participants on recent ATI program activities and provided refresher training on Canada Post's responsibilities under the Act, with a focus on policy positions for the treatment of records, exemptions under the Act and updates from the Office of the Information Commissioner of Canada. In 2019-20, training was also focused on the amendments to the Act and the potential impact on the Corporation.

The ATI Directorate also provided training to the newly appointed liaison officers and the offices of primary interest (OPIs) to better understand their roles and responsibilities under the Act and in the ATI request process.

Awareness training was also provided to the Corporation on the amendments to the Act, which passed in June 2019, including the impact of these amendments on the Corporation's roles and responsibilities.

In addition to regular in-house training throughout the year, the ATI Directorate attends external meetings, conferences and other online training to increase knowledge and expertise in areas of access to information and privacy.

12. Policies and Guidelines

During the reporting period, Canada Post expanded its monthly proactive disclosure of business travel and hospitality expenses to include members of the Board of Directors and senior management in accordance with the amendments to the Act. The information is listed at **canadapost.ca**.

13. Conclusion

Canada Post's access to information program has evolved over the years since becoming subject to the Act in 2007. Canada Post has developed a solid and comprehensive program that demonstrates its maturity and commitment to meeting its obligations under the Act. It is critical for the Corporation to protect proprietary and commercially sensitive information as well as the information of our partners, suppliers and customers, as allowed under the Act. This accountability is fundamental to these relationships and the trust they have in the Corporation. Canada Post continues to balance the principle of transparency, while meeting these obligations under the Act in the highly competitive business context in which it operates. The Corporation's position continues to evolve around transparency with a strong commitment to environmental, social and governance (ESG) principles in its business.

Appendix A – Delegation Order

CANADA POST CORPORATION

DELEGATION ORDER

The President and Chief Executive Officer of the Canada Post Corporation, Doug Ettinger, on this 25th day of May, 2020, pursuant to section 96(1) of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto to exercise the powers and perform the duties and functions of the President and Chief Executive Officer, the Head of the Institution, for the purposes of the *Access to Information Act*, as set out hereto in the schedule below.

Delegation of Powers, Duties or Functions

Pursuant to Section 96(1) of the *Access to Information Act*

Delegation Order							
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President Corporate Affairs and Sustainability	General Manager & Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
4(2.1)	Duty to Assist: Responsibility of government institutions	X	X	X	X		
7(a)	Notice when access requested within 30 days	X	X	X	X	X	
7(b)	Giving access to record or part thereof	X	X	X	X		
8(1)	Transfer of request to another government institution	X	X	X	X		
9	Extension of time limits for responding to request and issue notice	X	X	X	X		
11 (2)(3)(4)(5)	Administration and Collection of fees	X	X	X	X	X	
12(2)(b)	Language of access	X	X	X	X	X	

Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President Corporate Affairs and Sustainability	General Manager & Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
12(3)(b)	Access in an alternative format	X	X	X	X	X	

Exemption Provisions of the Access to Information Act

Delegation Order							
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President Corporate Affairs and Sustainability	General Manager & Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
13	Exemption – Information obtained in confidence from other gov'ts/organizations	X	X	X	X		
14	Exemption – Federal-provincial affairs	X	X	X	X		
15	Exemption – International affairs and defence	X	X	X	X		
16	Exemption – Law enforcement and investigations	X	X	X	X		
16.5	Exemption – Public Servants Disclosure Protection Act	X	X	X	X		
17	Exemption – Safety of Individuals	X	X	X	X		
18	Exemption – Economic interests of Canada	X	X	X	X		
18.1	Exemption – Economic interests of the Canada Post Corporation	X	X	X			
19	Exemption – Personal information	X	X	X	X		

Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President Corporate Affairs and Sustainability	General Manager & Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
20	Exemption – Third-party Information	X	X	X	X		
21	Exemption – Operations of Government	X	X	X	X		
22	Exemption – Testing procedures, tests and audits	X	X	X	X		
22.1	Exemption – Audit working papers and draft audit reports	X	X	X	X		
23	Exemption – Solicitor-client privilege	X	X	X	X		
24	Exemption – Statutory prohibitions against disclosure	X	X	X	X		

Other Provisions of the Access to Information Act

Delegation Order							
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President Corporate Affairs and Sustainability	General Manager & Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
25	Severability	X	X	X	X		
26	Exception – refusal of access where info to be published	X	X	X	X		
27(1),(4)	Third-party notification	X	X	X	X	X	
28(1)(b),(2),(4)	Third-party representations and decision	X	X	X	X		

Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President Corporate Affairs and Sustainability	General Manager & Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
29(1)	Disclosure of record where the information Commissioner recommends disclosure	X	X	X			
33	Shall advise information Commissioner of third party that has been notified when refusing to disclose record	X	X	X	X		
35(2)(b)	Right to make representations in course of investigation	X	X	X			
37(4)	Notice to information Commissioner where Access to record given previously withheld records	X	X	X			
43(1)	Provide notice to third party upon application to Federal court for judicial review by third party or OIC	X	X	X	X		
44(2)	Provide notice to applicant upon application to Federal Court for judicial review by third party or OIC	X	X	X	X		
52(2)(b),(3)	Request special rules for hearings	X	X	X	X		
71(1)	Provide facilities for inspection of manuals and exclude exempted information	X	X	X	X		
72	Prepare for submission Annual Report to Parliament of the administration of this Act	X	X	X			

**Delegation of Powers, Duties or Functions
Pursuant to the Access to Information Regulations**

Delegation Order							
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President Corporate Affairs and Sustainability	General Manager & Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
6(1)	Transfer of request	X	X	X	X	X	
7(2)	Search and preparation fees	n/a	n/a	n/a	n/a	n/a	
7(3)	Production and programming fees	n/a	n/a	n/a	n/a	n/a	
B	Providing access to record(s)	X	X	X	X	X	
B.1	Limitations in respect to format	X	X	X	X	X	

NB: The Director, Access to Information and Privacy, and the Managers of the Access to Information and Privacy programs are authorized to designate in writing a member of their staff to act on their behalf in case of absence or unavailability.

DATED, at the City of Ottawa, this 25th day of May, 2020

 - Doug Ettinger, President and CEO, Canada Post Corporation

Appendix B – Canada Post Corporation Wholly Owned Subsidiaries

1. Introduction

The information contained in this report relates to the administration of the *Access to Information Act* by the following wholly owned subsidiaries of the Corporation from April 1, 2019, to March 31, 2020.

2. Activities

2.1 2875039 Canada Limited

As a holding company, 2875039 Canada Limited does not employ staff, but elects a director who is also the president and secretary of the company.

2875039 Canada Limited was incorporated on December 4, 1992, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation and holds interests in Purolator Holdings Ltd.

2.2 2875047 Canada Limited

As a holding company, 2875047 Canada Limited does not employ staff, but elects a director who is also the president and secretary of the company.

2875047 Canada Limited was incorporated on December 4, 1992, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation. It is currently inactive.

2.3 3906949 Canada Inc.

As a holding company, 3906949 Canada Inc. does not employ staff, but elects a director who is also the president and secretary of the company.

3906949 Canada Inc. was incorporated on June 15, 2001, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation and holds interests in SCI Group Inc.

3. Delegation of authority

There is no delegation of authority applicable to any wholly owned subsidiary of the Corporation.

4. Request activity

Canada Post's wholly owned subsidiaries did not receive any access to information requests in 2019-20.

Appendix C – Treasury Board Secretariat Statistical Report



Government of Canada
Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: CANADA POST CORPORATION

Reporting period: 2019-04-01 to 2020-03-31

Section 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	73
Outstanding from previous reporting period	23
Total	96
Closed during reporting period	81
Carried over to next reporting period	15

1.2 Sources of requests

Source	Number of Requests
Media	15
Academia	1
Business (private sector)	6
Organization	6
Public	45
Decline to Identify	0
Total	73

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
9	10	3	1	1	0	0	24

Note: All requests previously recorded as “treated informally” will now be accounted for in this section only.



TBS/SCT 350-62

Section 2: Decline to act on vexatious, made in bad faith or abuse of right requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Carried over to next reporting period	0

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	15	10	1	0	0	0	26
Disclosed in part	0	8	8	12	2	3	2	35
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	3	2	0	0	0	0	5
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	14	0	1	0	0	0	0	15
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	14	26	21	13	2	3	2	81

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	1	16(2)	1	18(a)	6	20.1	0
13(1)(b)	0	16(2)(a)	1	18(b)	17	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	4	18(d)	0	21(1)(a)	3
13(1)(e)	0	16(3)	0	18.1(1)(a)	26	21(1)(b)	3
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	23	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	4
15(1) - Def.*	0	16.3	0	20(1)(b)	8	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	1	16.4(1)(a)	0	20(1)(c)	6	26	1
16(1)(a)(ii)	1	16.4(1)(b)	0	20(1)(d)	4		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	2	16.6	0				
16(1)(c)	1	17	1				
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	1	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

3.4 Format of information released

Paper	Electronic	Other
61	0	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
20695	14876	76

3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	22	144	3	507	1	729	0	0	0	0
Disclosed in part	19	299	8	1431	4	431	4	11335	0	0
All exempted	0	0		0	0	0		0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	15	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	56	443	11	1938	5	1160	4	11335	0	0

3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	1	0	1
Disclosed in part	13	0	2	0	15
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	76
Percentage of requests closed within legislated timelines (%)	93.8

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

Number of Requests Closed Past the Legislated Timelines	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
5	5	0	0	0

3.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of Days Past Legislated Timelines	Number of Requests Past Legislated Timeline Where No Extension Was Taken	Number of Requests Past Legislated Timeline Where an Extension Was Taken	Total
1 to 15 days	0	1	1
16 to 30 days	1	0	1
31 to 60 days	0	1	1
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	1	1
More than 365 days	0	1	1
Total	1	4	5

3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 4: Extensions

4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	4	0	1	0
Disclosed in part	14	0	6	5
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	1	0
Total	18	0	8	5

4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	12	0	2	0
31 to 60 days	3	0	4	4
61 to 120 days	0	0	0	1
121 to 180 days	1	0	1	0
181 to 365 days	1	0	1	0
365 days or more	1	0	0	0
Total	18	0	8	5

Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	65	\$325	0	\$0
Other fees	0	\$0	0	\$0
Total	65	\$325	0	\$0

Section 6: Consultations Received From Other Institutions and Organizations

6.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	33	1649	10	421
Outstanding from the previous reporting period	6	839	0	0
Total	39	2488	10	421
Closed during the reporting period	38	2448	9	415
Carried over to next reporting period	1	40	1	6

6.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	9	10	4	6	0	0	0	29
Disclose in part	0	2	4	0	0	0	0	6
Exempt entirely	0	1	0	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	2	0	0	0	0	0	0	2
Total	11	13	8	6	0	0	0	38

6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	2	2	1	0	0	0	0	5
Disclose in part	1	0	2	0	0	0	0	3
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	1
Total	4	2	3	0	0	0	0	9

Section 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 8: Complaints and investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations	Section 37 Reports of finding received	Section 37 Reports of finding containing recommendations issued by the Information Commissioner	Section 37 Reports of finding containing orders issued by the Information Commissioner
16	0	0	0	0	0

Section 9: Court Action

9.1 Court actions on complaints received before June 21, 2019 and on-going

Section 41 (before June 21, 2019)	Section 42	Section 44
0	0	0

9.2 Court actions on complaints received after June 21, 2019

Section 41 (after June 21, 2019)				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

Section 10: Resources Related to the Access to Information Act

10.1 Costs

Expenditures		Amount
Salaries		\$462,233
Overtime		\$0
Goods and Services		\$44,247
• Professional services contracts	\$22,525	
• Other	\$21,722	
Total		\$506,480

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	5.15
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.35
Students	0.00
Total	5.50

Note: Enter values to two decimal places.

2019-20 Supplemental Statistical Report – Requests Affected by COVID-19 Measures

Supplemental Statistical Report on the Access to Information Act

The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 1 – Requests received

	Number of requests
Received from 2019-04-01 to 2020-03-13	69
Received from 2020-03-14 to 2020-03-31	4
Total	73

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 2 – Requests closed

	Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	72	5
Received from 2020-03-14 to 2020-03-31	4	0
Total	76	5

The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 3 – Requests carried over

	Number of requests
Requests received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	14
Requests received from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	1
Total	15

Supplemental Statistical Report on the Privacy Act

The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 4 – Requests received

	Number of requests
Received from 2019-04-01 to 2020-03-13	954
Received from 2020-03-14 to 2020-03-31	32
Total	986

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 5 – Requests closed

	Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	929	20
Received from 2020-03-14 to 2020-03-31	6	1
Total	935	21

The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 6 – Requests carried over

	Number of requests
Requests from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	109
Requests from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	6
Total	115