




Employment and
Social Development Canada

Emploi et
Développement social Canada

Canada



**Annual Report on the
Administration of the
*Access to Information
Act***

**Employment and Social
Development Canada
2020 to 2021**





**Annual Report on the Administration of the *Access to Information Act*
Employment and Social Development Canada**

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Executive Summary

Employment and Social Development Canada (ESDC), including the Labour Program and Service Canada, strives to build a stronger and more inclusive Canada, to help Canadians live productive and rewarding lives, and to improve quality of life for all Canadians. Many of the federal government's largest and most well-known programs and services are provided by the Department in fulfillment of this broad mandate.

As a federal institution, ESDC is subject to the *Access to Information Act* and the *Privacy Act*. Both acts require the Department to submit annual reports to Parliament on their administration at the conclusion of every fiscal year. These reports describe ESDC's major strategic and operational highlights for both access to information and privacy during the reporting period.

The 2020 to 2021 reporting period was dominated by the COVID-19 pandemic, during which ESDC was tasked with delivering major initiatives under the COVID-19 Economic Response Plan. The Department played an important role in ensuring that Canadians received the emergency supports they needed during this unprecedented time, through initiatives like the Canada Emergency Response Benefit, the Employment Insurance Emergency Response Benefit, and the one-time payment to persons with disabilities. The successful implementation of these key initiatives required a comprehensive departmental effort, including the temporary reassignment of some Access to Information and Privacy (ATIP) resources to assist with the Department's response.

The Department took a balanced approach in this endeavour, allowing for ongoing ATIP operations. While the pandemic had consequences for ESDC's compliance with the *Access to Information Act* and the *Privacy Act*, by the end of this reporting period the Department had returned to regular ATIP operations. In this sense, measures taken were temporary and are not expected to have long-term impacts on the Department's compliance with the acts.

Modernization and transformation also continued to be important themes in 2020–2021. The pandemic spurred the implementation of digital solutions to the way programs and services are delivered in order to meet the current and evolving needs of Canadians. This was especially relevant with respect to the processes used in addressing access to information and privacy requests received from Canadians, which moved from a predominantly paper-based regime, to an almost exclusively digital response format.

ESDC continued to experience some of the largest volumes of access to information and privacy requests among federal institutions. In the Treasury Board Secretariat's 2019–2020 ranking of Government of Canada institutions, the Department ranked second for the number of privacy requests received and pages processed. During 2020–2021, the total number of requests under both acts decreased from the previous fiscal year as a result of the pandemic. However, the number of requests received remained high

and largely consistent with the five-year trend. While there was a reduction in the number of access to information requests closed during the reporting period compared to the previous year, more requests were closed than were received. This is due to “carryover” requests from the 2019 to 2020 fiscal year being completed in the 2020 to 2021 reporting period.

Once the effects of the pandemic wane, ESDC anticipates that the trend of increasing volumes of requests will re-emerge. Ensuring that ESDC’s access to information and privacy request processes are efficient and effective will continue to be important for the Department to respond to requests in a timely manner.

The detailed results in this report provide a clear picture the Department’s ongoing stewardship of the access to information regime despite a challenging year, as well as demonstrate its ongoing commitment to fulfilling the Department’s legal requirements as it relates to the *Access to Information Act*.

1. Introduction

Presentation of the Report

ESDC is pleased to present to Parliament its annual report for the 2020 to 2021 fiscal year. Section 94 of the *Access to Information Act* requires the head of a federal institution to submit an annual report to Parliament on the administration of the Act.

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution. Information regarding fees collected under the *Access to Information Act*, and in accordance with the requirements of Section 20 of the *Service Fees Act*, is available in Section 5 of this report.

About ESDC

ESDC, which includes the Labour Program and Service Canada, delivers many federal programs and services. Given the broad scope of its mandate, it is among the largest and most decentralized federal institutions in the Government of Canada. Each day, ESDC interacts with thousands of Canadians by delivering services and programs that play important roles in their lives. Canadians expect high-quality, easy-to-access, and secure services that are responsive to their needs, whether they are interacting online, through call centres, or in person.

ESDC's programs and services affect Canadians throughout the course of their lives. For example, the Department assists parents who are raising young children, helps students finance their post-secondary education, and provides income support to unemployed and pension income to seniors. ESDC delivers many of the Government of Canada's flagship programs, such as the Canada Student Financial Assistance Program, EI, Old Age Security (OAS), and the Canada Pension Plan (CPP). Overall, the Department is responsible for delivering over \$135.2 billion in benefits directly to individuals and organizations, which represent 6.15% of Canada's Gross Domestic Product.

In addition, during this reporting period, ESDC stood at the forefront of Canada's efforts to mitigate the social and economic impacts of the COVID-19 pandemic. This included work to deliver the Canada Emergency Response Benefit and targeted support for students and seniors among others.

The Labour Program contributes to social and economic well-being by fostering safe, healthy, fair and inclusive work environments, and cooperative workplace relations in workplaces falling under federal jurisdiction. The Labour Program also supplies labour relations mediation services, enforces minimum working conditions, promotes decent work and fosters respect for international labour standards. As with other parts of the Department, the Labour Program responded with agility and flexibility to the pandemic.

The Department's service delivery arm, Service Canada, provides Canadians with a single point of access to ESDC programs and benefits, as well as to other Government of Canada programs and services. Although the COVID-19 pandemic had a direct impact on Service Canada's ability to provide in-person services, the needs of Canadians continued to be served online at Canada.ca, through the My Service Canada Account, and by telephone through "1 800 O-Canada" and its network of call centres.

About the *Access to Information Act* and the *Privacy Act*

The *Access to Information Act* provides Canadian citizens, permanent residents, and any individual or corporation present in Canada a right to access records of government institutions that are subject to the Act¹. This right is subject to limited and specific exemptions and exclusions, and in accordance with the principle that government information should be available to the public. The Government of Canada brought forth new legislative requirements under the Act in 2019, mandating departments to, among other things, proactively publish frequently requested information in an effort to further increase transparency and openness.

¹ Section 4(1) *Access to Information Act* and Section 2 *Access to Information Act Extension Order, No. 1*

2. Organizational Structure

Corporate Secretary and Chief Privacy Officer

ESDC's Corporate Secretariat Branch is responsible for the Department's access to information and privacy operations, issuing and managing privacy management policy, the provision of privacy advice and guidance, and privacy operations in the National Capital Region. These functions are carried out by ESDC's ATIP Operations and the Privacy Management Division (PMD).

The Branch is led by the Corporate Secretary who is ESDC's designated Chief Privacy Officer, the Department's functional authority on all privacy matters and for the implementation of the privacy management framework. The Chief Privacy Officer's responsibilities include providing strategic privacy advice and recommendations, maintaining ESDC's privacy management program, and monitoring compliance to the relevant statutory obligations, policies and standards for privacy. In addition to this report, the Corporate Secretariat Branch reports separately on the administration of the *Privacy Act*.

Access to Information and Privacy Operations Division

ATIP Operations carries out the Department's legislated requirements under the *Access to Information Act* and the *Privacy Act*. It leads and advises on the processing of all ESDC requests under the *Access to Information Act*, performs line-by-line reviews of records requested under the *Access to Information Act* and the *Privacy Act*, and delivers training and awareness sessions to departmental employees on the administration of the acts. The director of ATIP Operations is ESDC's designated ATIP coordinator. Approximately 26 ATIP Operations employees were dedicated to processing requests during the 2020 to 2021 fiscal year.

The day-to-day administration of the *Access to Information Act* is a collaborative endeavour between ATIP Operations and the Department's network of branch liaison officers, who support this work by undertaking searches, collecting records and making recommendations. The liaison officers play an intermediary role between ATIP analysts and subject matter experts located across ESDC. The regions also play an important role in processing the majority of privacy requests received by the Department. Finally, the Division continues to provide departmental leadership on the 2019 amendments to the *Access to Information Act* and the *Privacy Act*.

In addition to processing requests under the *Access to Information Act*, ATIP Operations also contributed to other departmental activities. For instance, ATIP Operations staff frequently reviewed departmental material for proactive disclosure (for example, contracts, position reclassification, travel and hospitality expenses), informal requests (for example, audits and administrative investigations) and Open Government publications (for example, datasets) to identify sensitivities, such as personal information and

cabinet confidences. While these activities are not accounted for within this report's statistical information, such activities are an important and growing part of strengthening transparency and accountability.

Privacy Management Division

PMD is the departmental focal point for privacy advice. The Division leads the horizontal implementation of departmental privacy policies and initiatives, conducts risk analysis, including privacy impact assessments, and delivers privacy compliance support for ESDC's programs and services. PMD also administers legal requests for documents, deals with public interest disclosures and plays a key role in the management and prevention of privacy breaches via privacy training and awareness activities. As of March 31, 2021, PMD had a complement of 31 full-time employees.

Service Agreement with the Canadian Accessibility Standards Development Organization

During the reporting period, ESDC entered into a memorandum of understanding (MoU) for the provision of access to information and privacy services with the Canadian Accessibility Standards Development Organization, an independent departmental corporation within the Employment and Social Development portfolio. This organization was established under the *Accessible Canada Act* and is mandated to contribute to the realization of a Canada without barriers, on or before January 1, 2040.

Under the MoU, ESDC provides *Access to Information Act* and *Privacy Act* request processing services, annual reporting advice and statistics, liaison, and training. ESDC also furnishes analysis and advice on privacy matters, including privacy impact assessments, information-sharing arrangements, disclosures, contracting, legislative and policy compliance and the management of security incidents.

COVID-19 Operational Impact

Due to the nature of the COVID-19 global pandemic, departmental employees were called upon to provide essential support to Canadians. ATIP personnel were part of those deployed to assist and steps were taken to inform requestors of possible delays in processing, including by email and through ESDC's website. To facilitate the transition, ESDC temporarily suspended the internal assignment of ATIP requests from March 16 to April 27, 2020. This measure was taken to ensure resources were not diverted from essential services. During this period, the department continued to process pre-existing ATIP requests. ESDC resumed processing new requests on Monday, April 27, 2020, including logging and tracking new requests, tasking program areas for retrieval of responsive records, conducting follow-ups and providing response packages.

In addition, the Department's ATIP officials began to work remotely in March 2020. Transitioning to new electronic processes posed several challenges for ATIP Operations, which was further compounded by the need to catch up on a backlog of approximately 80 requests that had been placed in abeyance while the remote processes were established. Following the successful resumption of ATIP request processing, the department resumed with Proactive Publication requirements.

Under these exceptional circumstances, ESDC continued to adhere to the *Access to Information Act* while offering a range of emergency benefits and services to Canadians at a critical time. Recent monthly compliance rates show a return to pre- pandemic levels of performance.



3. Delegations

Section 73 of the *Access to Information Act* empowers the head of an institution to delegate any of the powers, duties or functions assigned by these acts to employees of that institution.

The Minister of Employment, Workforce Development and Disability Inclusion is responsible for the purposes of the *Access to Information Act*, and the Department's enabling legislation—the *Department of Employment and Social Development Act*.

The approved delegation orders are reproduced in Annex A.

4. Policies, Guidelines, Procedures and Initiatives

Access to Information Activities and Initiatives

Throughout the reporting period, ESDC continued its ATIP modernization initiative by implementing digital solutions, including the e-post solution and digital signatures, as the Department moved to a largely paperless and remote office environment. This work has been given increased priority as a result of the global pandemic and the Department is now processing the vast majority of requests in a digital environment.

5. Performance Reporting

The following section provides key statistics and analysis on ESDC accomplishments in the previous four fiscal years and how the Department contributed to the Government's agenda in terms of access to information. Figures 3 through 5 display a four-year comparison to highlight *Access to Information Act* performance trends. Detailed statistical reports for the Act are found in Annex C. There were substantial decreases in the number of requests received during the COVID-19 pandemic, as well as delays in meeting legislated response times. ATIP Operations had returned to full capacity by the end of the reporting period, and the impact of the pandemic on performance is expected to have been a temporary outcome of an emergent situation.

Requests and Consultations: Total Volume

During the 2020 to 2021 fiscal year, ESDC experienced a decrease (15%) in access to information requests, from 1,396 requests in the 2019 to 2020 fiscal year to 1,177 in the 2020 to 2021 reporting period. Access to information consultation requests decreased from 335 to 137 (59%) during the same reporting period.

Figure 1: Access to Information Act Requests – Total Volume Received

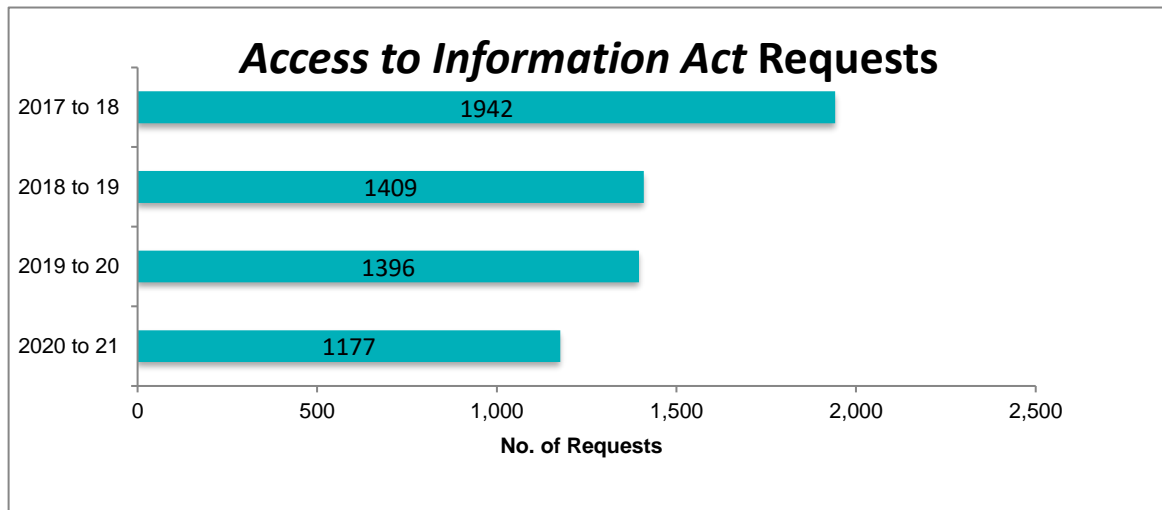


Figure 2: Access to Information Act Consultation Requests – Total Volume Received

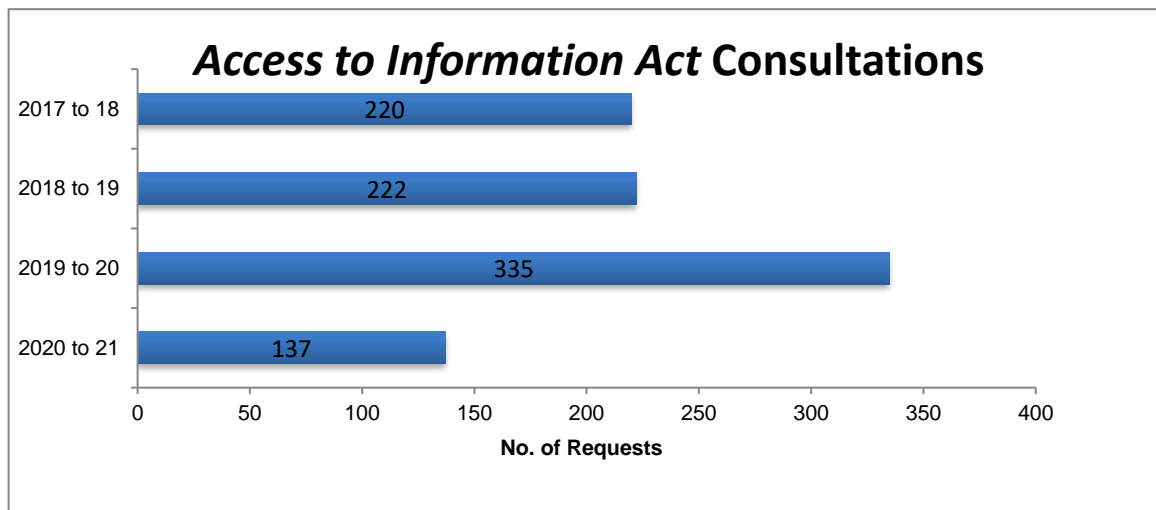


Figure 3: Summary of Requests under the Access to Information Act

Activity	2017 to 2018	2018 to 2019	2019 to 2020	2020 to 2021
Formal requests received under the Access to Information Act	1,942	1,409	1,396	1,177
Requests completed during the reporting period ²	1,899	1,509	1,302	1,234
Number of pages processed	970,992*	118,818	133,982	92,080
Number of requests completed within legislated timeframes (including extensions)	1,567	1,305	1,094	772

² Higher requests completed than received is explained by requests received in one fiscal year then carried over and completed during the next fiscal year.

Number of requests completed beyond legislated timeframes	332	204	208	462
Proportion of requests that were responded to within legislated timeframes	83%	87%	84%	63%
Complaints to the Information Commissioner	40	35	52	19

* Table note: Includes exceptionally large requests containing a very high number of fully released pages

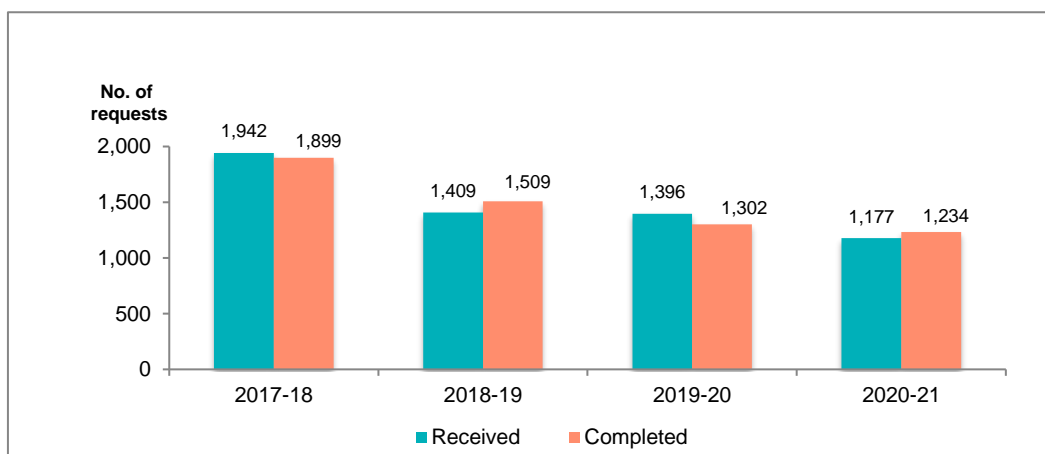
Total Requests Received and Completed

Access to Information Act

During the 2020 to 2021 fiscal year, ESDC received 1,177 requests under the *Access to Information Act*, a 15% decrease from the previous fiscal year, when the Department received 1,396 requests. This continues a trend in recent years where ESDC has observed a decrease in the number of requests received. This decrease can be explained, in part, by the establishment of business processes that seek to “convert,” with the consent of the client, erroneously submitted *Access to Information Act* requests into more accurate *Privacy Act* access requests. The effects of the COVID-19 pandemic may also have contributed to this decrease.

While there was a reduction in the number of requests closed during the reporting period compared to the previous year, more requests were closed than were received. This is due to “carryover” requests from the 2019 to 2020 fiscal year being completed in the 2020 to 2021 reporting period.

Figure 4: Requests received and completed, Access to Information Act

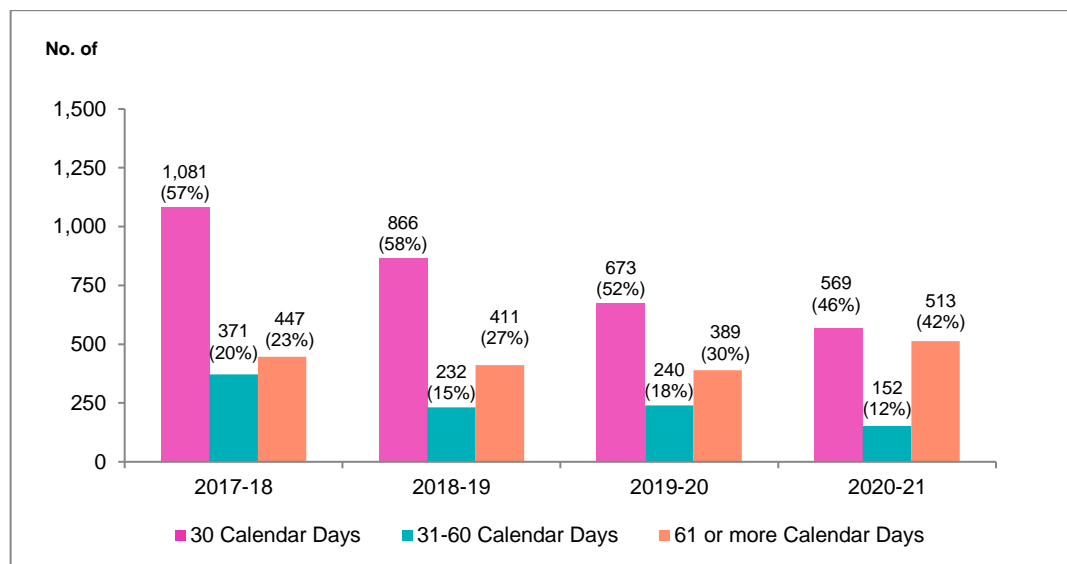


Requests by Calendar Days taken to Complete

Access to Information Act

ESDC processed 46% (569) of all requests (1,234) completed under the *Access to Information Act* within the first 30 days of receipt, down from the previous year when ESDC processed 52% within the first 30 days. The decrease is directly attributed to the effects of the COVID-19 pandemic.

Figure 5: Access to Information Act requests by calendar days taken to complete



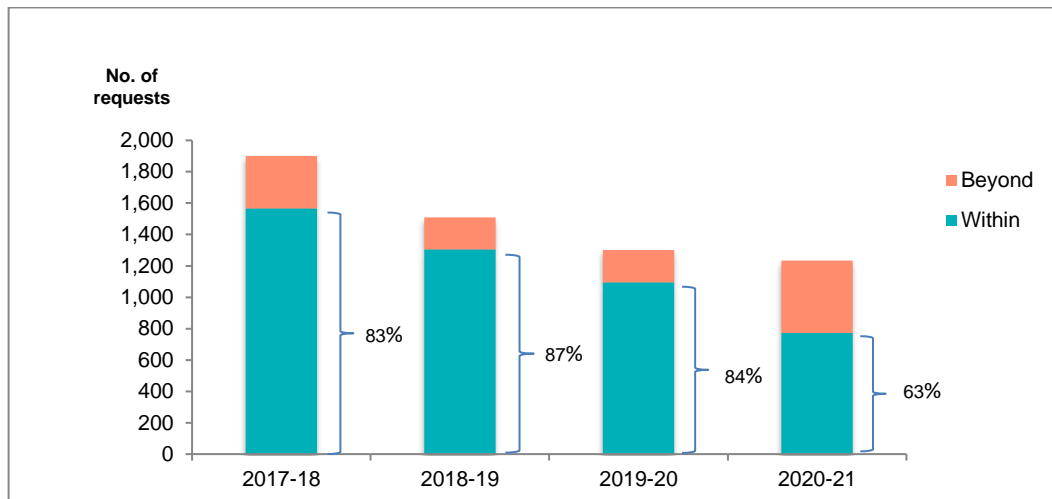
Timeframes

Access to Information Act

The Department met legislated timelines for 772 requests, with a compliance rate of 63%. This represents a significant decrease compared to previous years.

ESDC was unable to meet legislated timelines for 462 requests during the fiscal year, a significant increase compared to previous years. Institutions may apply for an extension beyond the original 30-day statutory timeframe in cases where meeting the statutory date is not feasible due to the volume of pages to be processed, where consultation is required that could not reasonably be conducted within the initial 30 days, or where notice is given to a third party. During the 2020 to 2021 fiscal year, ESDC requested 229 extensions. Requesters were notified of delays.

Figure 6: Number of requests processed within and beyond legislated timeframes, *Access to Information Act*



Timeframe Monitoring

Access to Information Act

Except in certain circumstances, which allow for extensions, the *Access to Information Act* contains a statutory timeline of 30 calendar days (about 20 working days) to provide responses to requests. Given the legislated timeframes and ESDC’s commitment to respecting both the letter and spirit of the *Access to Information Act*, the Department continues to follow an established process and defined responsibilities as outlined in Figure 7.

Figure 7: ESDC’s Timeframe Monitoring – Goal-Based Strategies to Respect ESDC’s Process and Commitments

Roles and Responsibilities	Description
Retrieval of Relevant Records and Formulation of Recommendations	Once a request is received, it is tasked to the relevant branches and/or regions, the Offices of Primary Interest. The Offices of Primary Interest have eight working days to retrieve all responsive records and present them, along with any recommendations, to ATIP Operations.
Line-by-line Review of the Responsive Records	ATIP Operations has eight working days to complete a thorough line-by-line review of the

	records and to invoke any applicable exemptions and/or exclusions.
Advance Release Notice	Key stakeholders receive a notification that the release package has been posted electronically on a secure internal website at least four working days prior to the scheduled release date. This mechanism allows all implicated parties to provide final comments prior to release.

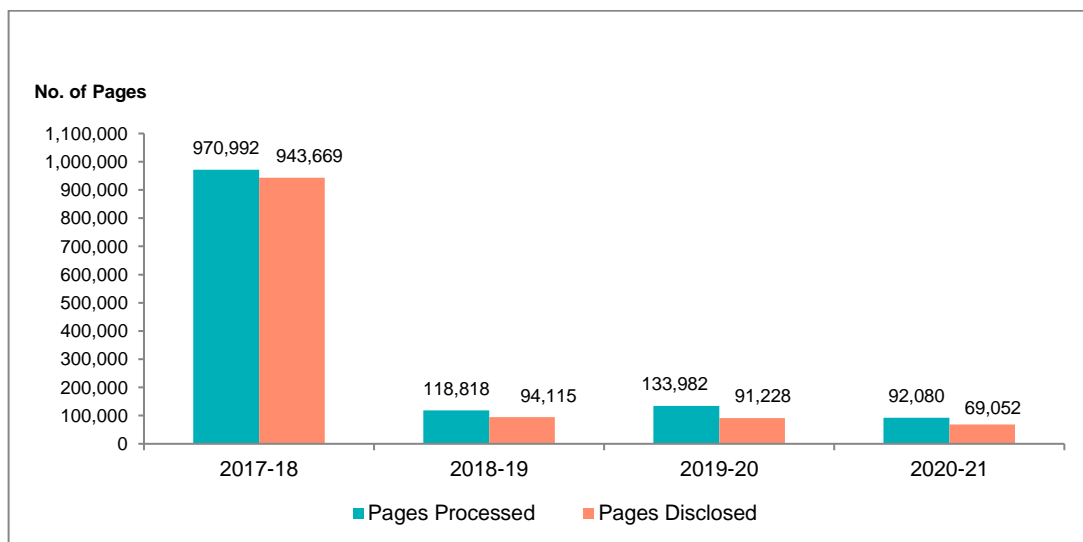
In support of timeframe monitoring, ATIP Operations provides a weekly report to senior management and at the ministerial level. These reports continue to position branches and regions to monitor access to information requests.

Pages Processed and Disclosed

Access to Information Act

During the reporting period, the Department experienced a 31% decrease in the total number of pages of documents processed and a 24% decrease in the number of pages disclosed for requests under the *Access to Information Act* (please refer to Figure 8).

Figure 8: Number of pages processed and number of pages disclosed, *Access to Information Act*



Of the 970,000 pages processed in 2017–2018, 774,731 pages were released in response to one request involving datasets.

Source of Requests Under the Access to Information Act

During the 2020 to 2021 fiscal year, the most common source of requests under the *Access to Information Act* was from media (335), closely followed by the general public (321) and business/private sector (264). The trend continued from previous fiscal years, where media was the main source of requesters, despite a decrease from the preceding year. Lists of briefing notes and briefing-note documentation were the most common type of departmental material requested.

Figure 9: Sources—Number of Requests and Percentage of Total Requests

Source	2017 to 2018	2018 to 2019	2019 to 2020	2020 to 2021
Media	649 (33%)	429 (30%)	584 (42%)	335 (29%)
Academia	39 (2%)	26 (2%)	28 (2%)	46 (4%)
Business/Private Sector	357 (18%)	332 (24%)	315 (22%)	264 (22%)
Organization	124 (6%)	140 (10%)	50 (4%)	62 (5%)
Public	611 (31%)	350 (25%)	374 (27%)	321 (27%)
Decline to Identify	162 (8%)	132 (9%)	45 (3%)	149 (13%)

Exemptions and Exclusions

ESDC is one of the largest holders of personal information in the Government of Canada, which affects the frequency in which exemptions and exclusions are applied under the *Access to Information Act*.

Access to Information Act

Exemptions

The *Access to Information Act* allows, and in some instances requires, that information relating to the internal decision-making processes of government, national security, law enforcement or trade secrets be exempted and not released.

The following table (Figure 10) outlines the most frequently invoked exemptions during the past four fiscal years. Due to the nature of ESDC's mandate, most of the information under the Department's control contains personal information about individuals and must be withheld under the mandatory exemptions set out in Section 19 (Personal Information) unless certain conditions are met. Section 21 (Advice) was another frequently applied exemption for the 2020 to 2021 fiscal year and continued to represent an important percentage of the total.

Figure 10: Number of Requests and Percentage of Total Exemptions*

Section	2017 to 2018	2018 to 2019	2019 to 2020	2020 to 2021
s. 19 - Personal information	385 (27%)	306 (25%)	249 (23%)	180 (21%)
s. 16 - Law enforcement and investigations	149 (10%)	160 (13%)	127 (12%)	89 (10%)
s. 20 - Third party information	152 (11%)	164 (13%)	180 (17%)	119 (14%)
s. 21 - Advice and recommendations	362 (25%)	304 (25%)	300 (28%)	266 (31%)
s. 24 - Statutory prohibitions against disclosure	149 (10%)	84 (7%)	75 (7%)	49 (6%)

* Figures are rounded for readability purposes

Exclusions

The *Access to Information Act* does not apply to information that is already publicly available, such as government publications (Section 68), and confidences of the Queen's Privy Council for Canada (Section 69), which require consultation with the Department of Justice. During the 2020 to 2021 fiscal year, ESDC excluded records based on Section 69 for 114 requests.

Consultations received from other Government of Canada Institutions and Other Organizations

Access to Information Act

During the 2019 to 2020 fiscal year, ESDC received 137 (7,230 pages) external consultation requests, which originated from other Government of Canada institutions and organizations. This represents a significant decrease in the number of consultation requests compared to the previous fiscal year (309), as well as a significant reduction in the number of pages reviewed compared to the 2019 to 2020 fiscal year (10,823).

The Department closed 155 requests⁵ for consultations of which 24 were completed within 30 days. Three quarters of those completed (219) resulted in a recommendation to disclose the records in their entirety and 57 (20%) recommended to disclose in part.

Figure 11: Consultation Requests Received from Other Government of Canada Institutions and Other Organizations – Access to Information Act

Types of consultation	2017 to 2018	2018 to 2019	2019 to 2020	2020 to 2021
Consultations requests received under the <i>Access to Information Act</i>	220	222	309	137
Pages reviewed under the <i>Access to Information Act</i>	7,908	15,564	10,823	7,230
<i>Access to Information Act</i> Requests for Consultations Closed	210	223	291	155
<i>Access to Information Act</i> Requests for Consultations Closed within 30 days	124	141	170	24

Reporting on Access to Information fees for the purposes of the *Service Fees Act*

In 2017, the Government of Canada introduced the *Service Fees Act*, which replaced the *User Fees Act*. All government departments and agencies that charge fees for services are subject to this legislation, including ESDC.

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution. Consistent with Treasury Board policy, fees charged pursuant to the *Access to Information Act* are to be reported in the Access to Information Annual Report. Consequently, ESDC is reporting these fees in this consolidated report.

With respect to fees collected under the *Access to Information Act*, the information is reported in accordance with the requirements of Section 20 of the *Service Fees Act*.

General fees information

Figure 12 provides information on the fees for processing requests filed under the *Access to Information Act*.

⁵ The total number of requests received and the total number of requests completed will not necessarily be the same in a given fiscal year, as the total requests completed includes files received from previous fiscal years.

Figure 12: Information on fees for Processing Requests Filed under the *Access to Information Act*

Category	Details
Fee-setting authority	<i>Access to Information Act</i>
Fee Amount	\$5
Service standard	Response provided within 30 days following receipt of a request; the response time may be extended pursuant to Section 9 of the <i>Access to Information Act</i> . Notice of extension is to be sent within 30 days after receipt of the request.
Performance results	<ul style="list-style-type: none"> • Total requests received: 1,177 • Total requests completed: 1,234 ⁶ • Requests responded to within 30 days: 569 • Requests completed within prescribed time limits of extensions: 772 • Requests responded to after deadline: 462 • Statutory deadline met 63% of the time
Other information	In accordance with the Interim Directive on the Administration of the <i>Access to Information Act</i> , issued on May 5, 2016, and the changes to the <i>Access to Information Act</i> that came into force on June 21, 2019, ESDC waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations.

⁶ The total number of requests received and the total number of requests completed will not necessarily be the same in a given fiscal year, as the total requests completed includes files received from previous fiscal years.

Figure 13 is a summary of the financial information for all *Access to Information Act* fees under the Department's authority.

Figure 13: Financial information (dollars)

2019 to 2020 Revenue	2020 to 2021 Revenue	2020 to 2021 Total Cost of Operating the Program ⁷	2020 to 2021 Remissions ⁸
\$ 4,400.00	\$ 4,660.00	\$2,148,171.00	\$ 1,225.00

Impact of Parliamentary Motions for the Production of Documents

During the 2020 to 2021 fiscal year, the Department received a number of parliamentary motions for the production of documents (for example, Standing Committee on Finance and Standing Committee on Government Operations and Estimates), which resulted in an unprecedented and noteworthy increase in workload for ATIP Operations. These parliamentary motions required the dedication of significant resources on a full-time basis and have impacted the Department's ability to process ATIP requests in a timely manner. Over 52,000 pages of documents in both official languages were reviewed.

⁷ The amount includes direct and indirect costs, where such costs are identifiable and material.

⁸ A remission is a waived, partial or full return of a fee paid.

6. Complaints, Investigations and Court Actions

Access to Information Act

Individuals are entitled under the *Access to Information Act* to file a complaint related to their request for a record with the Office of the Information Commissioner (OIC).

The Department was notified by the OIC of 18 access complaints and carried over 21 complaints from the previous fiscal year. The OIC closed 13 complaints and found 10 to be well founded. There were no court actions during the reporting period. Please refer to Figure 14 for more information about the complaints.

Figure 14: Complaints, Investigations and Court Actions, 2020 to 2021

	<i>Access to Information Act</i>
Complaints	
Total complaints received	18
• <i>Denied access</i>	5
• <i>Unreasonable time extension</i>	2
• <i>Processing delays</i>	11
• <i>Improperly applied exemptions</i>	1
• <i>Collection</i>	NA
• <i>Use and disclosure / Retention and disposal</i>	NA
Investigations	
Total findings received	13
• <i>Well founded</i>	10
• <i>Not well founded</i>	2
• <i>Complaints resolved during investigation</i>	0
• <i>Discontinued</i>	1
Court Actions	
Number of court actions	0

Note: The total number of notifications of complaints received and the total number of investigations with findings received will not necessarily be the same in a given fiscal year. Investigations could relate to complaints that were received by the Office of the Privacy Commissioner in a fiscal year prior the 2020 to 2021 reporting period.

7. Training and Awareness Activities

Privacy and Access to Information Training

ESDC has a comprehensive mandatory training program to increase knowledge and awareness of the stewardship of information. All employees are required to maintain valid certification in the Stewardship of Information and Workplace Behaviours (SIWB), which addresses privacy, the handling of personal information, access to information, information management, security and values and ethics. Delivered online, SIWB certification is valid for two years.

ESDC has been updating the content of the SIWB certification course; as such, the course was temporarily removed from the Department's Essential Training Curriculum. SIWB was made available to learners on May 2020 as a stand-alone course for all ESDC employees. A total of 7,821 employees completed SIWB during 2020–2021. ESDC will reintegrate the course into the Essential Training Curriculum early in the new fiscal year.

New employees are obligated to complete online privacy-related training when joining the Department. During the reporting period, the training course "Doing Things Right and Doing the Right Thing: Putting the Department Code of Conduct into Action" was completed by 10,118 new employees. "Access to Information and Privacy (ATIP): It's Everybody's Business" was completed by 10,024 employees.

In addition to online training and certification, ESDC undertook a number of in-person and online privacy training sessions and activities. Many of the activities and events that ESDC typically holds during a fiscal year were cancelled as the Department focussed on delivering urgent COVID-19 measures and transforming into an online workforce. ESDC resumed "in-person" training during the second half of 2020–2021 with five "in-person" sessions that were held virtually and were attended by 162 employees.

Annex A: Delegation Orders

Access to Information Act and Regulations: Delegation of Authority Department of Employment and Social Development

ANNEX A

DÉLÉGATION / DELEGATION

LOI SUR L'ACCÈS À L'INFORMATION / ACCESS TO INFORMATION ACT

Arrêté sur la délégation en vertu de la Loi sur l'accès à l'information

En vertu de l'article 95 de la Loi sur l'accès à l'information (la Loi), la ministre de l'Emploi et du Développement social délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable d'une institution fédérale, investie par les dispositions de la Loi et du Règlement sur l'accès à l'information (le Règlement) mentionnées à l'annexe en regard de chaque poste.

Le présent arrêté remplace et annule tout arrêté antérieure portant sur la délégation d'attributions conférées au ministre de l'Emploi et du Développement social au titre de la Loi et du Règlement.

Daté, à la Ville de Gatineau, ce _____ jour de _____
2020.

Access to Information Act Delegation Order

The Minister of Employment and Social Development, pursuant to section 95 of the Access to Information Act (the Act), hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties or functions of the Minister as the head of a government institution, under the provisions of the Act and the Access to Information Regulations (the Regulations) set out in the schedule opposite each position.

This order replaces all previous orders pertaining to the delegation of powers, duties or functions conferred on the Minister of Employment and Social Development under the Act and the Regulations.

Dated, at the City of Gatineau, this
12 day of March
2020.



Ministre de l'Emploi et du Développement social /
Minister of Employment and Social Development

Department of Employment and Social Development

Access to Information Act – Delegated Authorities

Description	Section	Delegated Authority
Responsibility of government institutions	4(2.1)	<ul style="list-style-type: none"> • Deputy Minister, Employment and Social Development Canada (ESDC) • Deputy Minister, Labour • Senior Associate Deputy Minister of ESDC and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, Access to Information and Privacy (ATIP) Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ • ATIP Analyst, Request Processing Unit, ATIP Operations NHQ • Public Rights Advisor, Request Processing Unit, ATIP Operations NHQ • ATIP Program Officer, Request Processing Unit, ATIP Operations, NHQ • Junior Analyst, Request Processing Unit, ATIP Operations, NHQ
Reasons for declining to act on request	6.1(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Notice – suspension	6.1(1.3)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Notice – end of suspension	6.1(1.4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Notice (written notice for declining to act on a request)	6.1(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Notice where access requested/Giving access to record	7	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Transfer of request to another government institution	8(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Extension of time limits	9	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Notice where access refused	10	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Application fee waiver	11(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Language of access	12(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Access to alternate format	12(3)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Obtained in confidence	13	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Federal-provincial affairs	14	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ

Description	Section	Delegated Authority
Refuse access – International affairs and defence	15	<ul style="list-style-type: none"> Deputy Minister, ESDC Deputy Minister, Labour Senior Associate Deputy Minister and Chief Operating Officer for Service Canada Associate Deputy Minister, ESDC Corporate Secretary Director, ATIP Operations NHQ Manager, Request Processing Unit, ATIP Operations NHQ Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Law enforcement and investigations	16	<ul style="list-style-type: none"> Deputy Minister, ESDC Deputy Minister, Labour Senior Associate Deputy Minister and Chief Operating Officer for Service Canada Associate Deputy Minister, ESDC Corporate Secretary Director, ATIP Operations NHQ Manager, Request Processing Unit, ATIP Operations NHQ Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – <i>Public Servants Disclosure Protection Act</i>	16.5	<ul style="list-style-type: none"> Deputy Minister, ESDC Deputy Minister, Labour Senior Associate Deputy Minister and Chief Operating Officer for Service Canada Associate Deputy Minister, ESDC Corporate Secretary Director, ATIP Operations NHQ Manager, Request Processing Unit, ATIP Operations NHQ Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Safety of individuals	17	<ul style="list-style-type: none"> Deputy Minister, ESDC Deputy Minister, Labour Senior Associate Deputy Minister and Chief Operating Officer for Service Canada Associate Deputy Minister, ESDC Corporate Secretary Director, ATIP Operations NHQ Manager, Request Processing Unit, ATIP Operations NHQ Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Economic interests of Canada	18	<ul style="list-style-type: none"> Deputy Minister, ESDC Deputy Minister, Labour Senior Associate Deputy Minister and Chief Operating Officer for Service Canada

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Economic interest of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	18.1	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Personal information	19	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Third-party information	20	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Operations of Government	21	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Testing procedures, tests, audits	22	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Audit working papers and draft audit reports	22.1	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Solicitor-client privilege	23	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Statutory prohibitions	24	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Severability	25	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Information to be published	26	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Third-party notification	27(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Third-party notification – Extension of time limit	27(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Third-party notification – Notice of decision	28(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Third-party notification – Waive representations in writing	28(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Third-party notification – Disclosure of record	28(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Advising Information Commissioner of third-party involvement	33	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Right to make representations	35(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ
Access given to complainant	37(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Review by Federal Court – government institution	41(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Review by Federal Court – government institution-Respondents	41(5)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Notice to third party (application to Federal Court)	43(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Service or notice	43(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Notice to person who requested record	44(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Special rules for hearings	52(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ

Description	Section	Delegated Authority
Ex parte representations (Federal Court)	52(3)	<ul style="list-style-type: none"> Deputy Minister, ESDC Deputy Minister, Labour Senior Associate Deputy Minister and Chief Operating Officer for Service Canada Associate Deputy Minister, ESDC Corporate Secretary Director, ATIP Operations NHQ

Access to Information Regulations – Delegated Authorities

Description	Section	Delegated Authority
Transfer of request	6(1)	<ul style="list-style-type: none"> Deputy Minister, ESDC Deputy Minister, Labour Senior Associate Deputy Minister and Chief Operating Officer for Service Canada Associate Deputy Minister, ESDC Corporate Secretary Director, ATIP Operations NHQ Manager, Request Processing Unit, ATIP Operations NHQ Team Leader, Request Processing Unit, ATIP Operations NHQ
Search and preparation of fees	7(2)	<ul style="list-style-type: none"> Deputy Minister, ESDC Deputy Minister, Labour Senior Associate Deputy Minister and Chief Operating Officer for Service Canada Associate Deputy Minister, ESDC Corporate Secretary Director, ATIP Operations NHQ Manager, Request Processing Unit, ATIP Operations NHQ Team Leader, Request Processing Unit, ATIP Operations NHQ
Production and programming	7(3)	<ul style="list-style-type: none"> Deputy Minister, ESDC Deputy Minister, Labour Senior Associate Deputy Minister and Chief Operating Officer for Service Canada Associate Deputy Minister, ESDC Corporate Secretary Director, ATIP Operations NHQ Manager, Request Processing Unit, ATIP Operations NHQ Team Leader, Request Processing Unit, ATIP Operations NHQ

Description	Section	Delegated Authority
Providing access to records	8	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Limitations in respect of format	8.1	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ

Annex B: Statistical Reports

Statistical Report on the Access to Information Act

Name of institution: Employment and Social Development Canada

Reporting period: 2020-04-01 to 2021-03-31

1.1 Number of requests

	Number of Requests
Received during reporting period	1177
Outstanding from previous reporting period	411
Total	1588
Closed during reporting period	1234
Carried over to next reporting period	354

1.2 Sources of requests

Source	Number of Requests
Media	335
Academia	46
Business/Private Sector	264
Organization	62
Public	321
Decline to Identify	149
Total	1177

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
10	7	7	35	3	0	2	64

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

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	20	90	61	56	20	22	2	271
Disclosed in part	8	39	44	87	80	100	55	413
All exempted	0	1	3	0	0	0	0	4
All excluded	1	0	2	3	2	1	0	9
No records exist	103	39	28	13	3	4	0	190
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	245	17	14	41	3	2	19	341
Neither confirmed nor denied	6	0	0	0	0	0	0	6
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0

Total	383	186	152	200	108	129	76	1234
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3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	2	16(2)	73	18(a)	1	20.1	0
13(1)(b)	1	16(2)(a)	1	18(b)	2	20.2	0
13(1)(c)	14	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	3	18(d)	1	21(1)(a)	114
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	139
14	54	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	9
14(a)	3	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	4
14(b)	1	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	11	16.1(1)(d)	0	19(1)	180	22.1(1)	1
15(1) - I.A.*	11	16.2(1)	0	20(1)(a)	1	23	27
15(1) - Def.*	11	16.3	0	20(1)(b)	60	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	1	24(1)	49
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	47	26	26
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	10		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	6	16.6	0				
16(1)(c)	6	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)	0	69(1)	0	69(1)(g) re (a)	40
68(b)	0	69(1)(a)	1	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	20
68.1	0	69(1)(c)	0	69(1)(g) re (d)	3
68.2(a)	0	69(1)(d)	4	69(1)(g) re (e)	7
68.2(b)	0	69(1)(e)	2	69(1)(g) re (f)	35
		69(1)(f)	2		

3.4 Format of information released

Paper	Electronic	Other
67	617	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
92080	69052	1154

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	254	3659	16	3266	0	0	1	1991	0	0
Disclosed in part	309	7830	83	14108	8	3440	10	13437	3	14596
All exempted	4	0	0	0	0	0	0	0	0	0
All excluded	8	0	0	0	1	0	0	0	0	0
Request abandoned	323	175	10	1434	3	1093	5	4023	0	0
Neither confirmed nor denied	6	0	0	0	0	0	0	0	0	0
Total	904	11664	109	18808	12	4533	16	19451	3	14596

3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	49	0	0	0	49
Disclosed in part	178	0	1	0	179
All exempted	0	0	0	0	0
All excluded	7	0	0	0	7
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0

Total	248	0	1	0	249
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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	772
Percentage of requests closed within legislated timelines (%)	62.6

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
462	134	3	3	322

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	28	25	53
16 to 30 days	29	21	50
31 to 60 days	50	42	92
61 to 120 days	68	42	110
121 to 180 days	22	18	40
181 to 365 days	27	45	72
More than 365 days	9	36	45
Total	233	229	462

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	25	0	48	6
Disclosed in part	57	4	205	28
All exempted	1	0	1	0
All excluded	0	0	7	0
No records exist	2	0	1	2
Request abandoned	45	0	37	36
Total	130	4	299	72

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	98	2	42	0
31 to 60 days	19	1	13	67
61 to 120 days	9	1	169	5
121 to 180 days	1	0	46	0
181 to 365 days	3	0	29	0
365 days or more	0	0	0	0
Total	130	4	299	72

Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	932	\$4,660	245	\$1,225
Other fees	0	\$0	0	\$0
Total	932	\$4,660	245	\$1,225

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	130	5350	7	364
Outstanding from the previous reporting period	43	3045	1	171
Total	173	8395	8	535
Closed during the reporting period	147	6695	8	535
Carried over to next reporting period	26	1700	0	0

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	5	10	36	37	10	4	0	102
Disclose in part	0	4	7	12	7	3	1	34
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	1	2	0	0	0	3
Other	3	0	2	1	0	1	0	7
Total	8	15	46	52	17	8	1	147

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	1	0	1	0	0	0	0	2
Disclose in part	0	0	2	2	1	0	0	5
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	1	0	0	1
Other	0	0	0	0	0	0	0	0
Total	1	0	3	2	2	0	0	8

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	6	165	1	0	0	0	0	0	0	0
16 to 30	21	288	2	296	0	0	0	0	0	0
31 to 60	18	445	2	454	0	0	0	0	0	0
61 to 120	15	343	0	0	0	0	0	0	0	0
121 to 180	1	13	0	0	0	0	0	0	0	0
181 to 365	0	0	1	122	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	61	1254	6	872	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	1	94	1	453	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	1	142	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	1	94	2	595	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
19	0	41	13	0	0

Section 9: Court Action

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

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	3	3

Section 10: Resources Related to the *Access to Information Act*

10.1 Costs

Expenditures	Amount
Salaries	\$1,798,411
Overtime	\$79,363
Goods and Services	\$270,397
• Professional services contracts	\$260,871
• Other	\$9,526
Total	\$2,148,171

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	22.680
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	3.420
Students	0.000
Total	26.100

New reporting requirement

Access to Information Act	
Section	Number of requests
16.31 Investigation under the <i>Elections Act</i>	0
16.6 National Security and Intelligence Committee	0
23.1 Patent or Trademark privilege	0