



Now and Tomorrow
Excellence in Everything We Do



**Annual Report
on the Administration
of the *Access to Information Act*
within
Human Resources and
Skills Development Canada
2009-2010**

Note: the departmental catalogue number is placed on the front cover, bottom left hand side.

You can order this publication by contacting:

Publications Services
Human Resources and Skills Development Canada
140, promenade du Portage
Phase IV, 12th Floor
Gatineau, (Québec)
K1A 0J9

Fax: 819-953-7260

Online: <http://www12.hrsdc.gc.ca>

This document is available on demand in alternate formats (Large Print, Braille, Audio Cassette, Audio CD, e-Text Diskette, e-Text CD, or DAISY), by contacting 1 800 O-Canada (1-800-622-6232). If you have a hearing or speech impairment and use a teletypewriter (TTY), call 1-800-926-9105.

© Her Majesty the Queen in right of Canada, 2010

Paper

Cat. No.: 978-1-100-17319-1

ISBN: HS1-13/1-2010E

PDF

Cat. No.: 978-1-100-17320-7

ISBN: HS1-13/1-2010E-PDF

Table of Contents

Introduction	1
1 Key Activities and Accomplishments.....	5
2 Statistics in Detail.....	15
3 Statistical Report on the <i>Access to Information Act</i>	19

Introduction

This is the fifth annual report on the administration of the *Access to Information Act* within Human Resources and Skills Development Canada (HRSDC or the Department), in accordance with section 72 of the Act. It covers the period April 1, 2009, to March 31, 2010.

The purpose of the *Access to Information Act*, as stated in subsection 2(1), is to “extend the present laws of Canada to provide a right of access to information in records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific and that decisions on the disclosure of government information should be reviewed independently of government.” This report highlights HRSDC's key activities and accomplishments with respect to the *Access to Information Act*, includes a narrative on the processing of formal requests submitted to the Department, and provides statistics on the year's activities.

The report deals with the administration of the *Access to Information Act* at HRSDC (including Service Canada and the Labour Program).

The Department's Raison d'être and Responsibilities

HRSDC's mission is to build a stronger, more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians' quality of life. The Department delivers its mandate through three business lines: programs that support human resources and skills development, the Labour Program, and Service Canada.

Together, HRSDC's three business lines employ approximately 27,000 people to deliver a range of programs and services that affect the lives of Canadians during all stages of life, including the following:

- Old Age Security;
- Canada Pension Plan;
- Employment Insurance;
- Canada Student Loans and Grants;
- National Child Benefit; and
- Universal Child Care Benefit.

These direct benefits to Canadians are part of Canada's social safety net and represent almost 95 percent of the Department's expenditures. They are designed to provide seniors with basic income security, support unemployed workers, help students finance their post-secondary education, and assist parents who are raising young children, particularly those in low- and modest-income families. HRSDC also provides funding to organizations and other levels of government through targeted labour market and social development programs that aim to improve Canada's competitiveness, increase opportunities for vulnerable or excluded populations, and help Canadians become resilient, skilled, and adaptable.

Through the Labour Program, HRSDC is responsible for labour laws and policies in federally regulated workplaces. Its mandate includes promoting and protecting workplace health and safety and labour standards, facilitating constructive labour relations, developing labour-related policy and program options in response to changes in economic and social conditions, providing customized information about industrial relations and workplace trends, representing Canada in international organizations dealing with labour issues, and negotiating labour cooperation agreements and cooperative frameworks with free-trade partners and emerging economic partners.

Service Canada helps citizens avail themselves of HRSDC's programs, as well as other Government of Canada programs and services, at more than 600 points of service across the country. In addition to in-person services, Service Canada serves the needs of Canadians online (www.servicecanada.gc.ca) and by phone through 1 800 O-Canada and its integrated network of call centres.

Through its activities in 2010–2011, HRSDC will continue to play a significant role in delivering key elements of *Canada's Economic Action Plan*, helping citizens and employers throughout the recession and into the economic recovery.

Description of the Access to Information and Privacy Division

The Department's Access to Information and Privacy Division is charged with administering access to information and privacy legislation for HRSDC in alignment with the Department's Privacy Management Framework. The Privacy Management Framework is the way in which the Department organizes itself through structures, policies, systems and procedures to manage privacy risks, distribute privacy responsibilities, coordinate privacy work, and ensure compliance with the *Privacy Act* and Departmental legislation. The Division includes 36 employees and is led by a Director reporting directly to HRSDC's Corporate Secretary. The Director is supported by three managers, each responsible for one of the following sections:

- **The Operations Section** is responsible for processing requests under the *Access to Information Act* and the *Privacy Act*. This includes performing a line-by-line review of records requested under this legislation and, for requests under the *Access to Information Act*, preparing and distributing weekly reports and briefings to interested parties within the Department. The Operations Section is also the main point of contact with the Office of the Information Commissioner of Canada and with the Office of the Privacy Commissioner of Canada, with respect to the resolution of complaints. The Operations Section is charged with preparing and delivering training and awareness sessions throughout the Department. Finally, the section coordinates the Department's annual reporting requirements and HRSDC's input into the Treasury Board of Canada Secretariat's annual update of its *Info Source* publication. The majority of *Privacy Act* requests are processed by employees within HRSDC's regions, and all requests submitted under the *Access to Information Act* are processed at National Headquarters by the Operations Section. HRSDC processed 422 formal requests under the *Access to Information Act* in 2009–2010. In the three preceding years, the Department completed an average of 464 requests per year.
- **The Privacy Policy Management Section** provides policy advice and guidance on handling personal information (including the interpretation of the Department's privacy codes) to officials of HRSDC across its portfolios. It is also responsible for assisting program officials when they draft information-sharing agreements to ensure that the applicable privacy laws are respected. The section provided advice to departmental officials on preparing Privacy Impact Assessments, responds to legal instruments in which the Department is asked to

share personal information, (i.e., subpoenas, court orders, search warrants), and liaises with the Office of the Privacy Commissioner, for example, regarding privacy breaches.

- **The Access to Information and Privacy (ATIP) Planning and Liaison Section** develops products and tools related to ATIP. It provides standards and guidance to the Department on key Access to Information and Privacy issues. The group also provided secretariat support for the Privacy Management Framework Steering Committee (PMFSC), which, during 2009-2010, was the key management committee responsible for overseeing the implementation of the Privacy Management Framework across the entire portfolio. This committee was succeeded by the Privacy and Information Technology Security Committee on April 1, 2010.

HRSDC also relies on a network of regional and branch coordinators to undertake many of the Department's key access to information and privacy responsibilities.

1 Key Activities and Accomplishments

Duty to Assist Applicants

HRSDC has always approached the processing of access to information requests from the viewpoint of assisting the applicant. The Division's service standards and procedures were developed with a focus on the needs of its clients. A few examples include the following:

- communicating with applicants to clarify broad requests, and for other reasons throughout the process in order to keep them informed;
- accepting payment of fees over the telephone via credit card;
- ensuring that the identity of applicants are never shared beyond the ATIP Division without the individual's consent;
- providing additional context to applicants when disclosing relevant records may for some reason be misleading;
- respecting the limited and specific nature of the Act's exemption provisions; and
- informing applicants of their right to complain to the Information Commissioner of Canada, and advising them on how to avail themselves of this right.

These examples represent some of the ways in which the Department respects its Duty To Assist applicants. These protocols were in place long before the Duty To Assist Obligation was enshrined in legislation.

Training

A key focus in the Access to Information and Privacy Division at HRSDC is the delivery of training courses. During the period in question, the Access to Information and Privacy Division provided 90 training sessions to 924 employees across the Department.

These sessions were provided to employees and senior management at National Headquarters and in the regions, and also include the access to information and privacy component of the Department's "Orientation for New Employees" sessions.

In addition to the sessions that were offered by the Access to Information and Privacy Division, the regional officials responsible for access to information and privacy in some regions also provided information sessions to their colleagues. Regional officials provided 22 access to information awareness sessions to 377 employees.

In 2009–2010, the Division hosted a two-day national Access to Information and Privacy conference, with opening remarks from HRSDC's Corporate Secretary who is also its Chief Privacy Officer. The meeting saw the coordinators from all regions and those housed at National Headquarters participate in various workshops and presentations from internal and external guest speakers, including experts from the Department's Legal Services unit, from the Office of the Privacy Commissioner, and the Departmental Security Officer. Twenty-five participants attended the conference.

Respecting the Timeframes

Except for specific circumstances in which an extension can be claimed, the *Access to Information Act* provides 30 calendar days for responding to requests. Given these strict timeframes, and the Department's commitment to respect the spirit and the letter of the legislation, the following processes and responsibilities are clearly established at HRSDC:

- *Retrieval of Relevant Records and Formulation of Recommendations:* Targeted branches and regions (offices of primary interest) are allotted eight working days to retrieve complete and accurate records in response to requests, and provide them, along with recommendations, to the ATIP Division.
- *Line-by-line Review of the Responsive Records:* The Operations Section of the ATIP Division is provided with eight working days to do a thorough line-by-line review of the records and to invoke the limited and specific exemption and exclusion provisions that are applicable.
- *Seen and Noted Signatures, and copies for information:* If requested, the Executive Head of the targeted branch or region is provided a copy of the release package and is given four working days to provide his or her signature indicating that he or she is aware that the records are being released, (i.e., for seen and noted purposes). At the same time that the records are provided to the office of primary interest, departmental communications officials and employees from the Minister's Office are also given a copy of the package for information only, when requested. Some files may require the preparation of media lines. The ATIP Division's involvement in communications activities is limited to informing officials of new requests and upcoming releases, and sharing copies of records. The preparation of communications products is undertaken by communications and branch officials, and does not impact the timely processing of access to information requests.

The three steps described above account for a total of 20 working days, corresponding to the 30 calendar days permitted under the legislation.

In 2009–2010, the ATIP Division prepared an enhanced protocol and updated its internal forms in an effort to assist offices of primary interest in meeting their objectives with respect to timeframes. Further, the Corporate Secretary of HRSDC communicated with all senior executives, reminding them of their responsibilities with respect to scoping and providing records in response to *Access to Information Act* requests in an effective and timely manner.

The ATIP Division implemented a quarterly Access to Information Management Report in the fall of 2009 in order to assist in the management of the access to information process. This report, which is distributed to all executive heads, indicates the number of working days taken by each office of primary interest in fulfilling its responsibilities in response to access to information requests, as well as the internal objectives for each task. Should a branch or region encounter challenges at any time in meeting its access to information-related responsibilities, the ATIP Division works with them to provide information sessions on the overall administration of the legislation and to assist with particular issues.

As can be seen from the three-step process outlined above, HRSDC's ATIP Division has a long-standing history of keeping its partners informed throughout the process when responding to access to information requests. This collaborative approach fosters a no-surprise environment for stakeholders within HRSDC and its portfolios, enabling officials in the ATIP Division to appropriately administer the legislation within deadlines.

Information Commissioner's Report Card on HRSDC

In 2009–2010, the Office of the Information Commissioner rated 24 departments and agencies on their performance with respect to their compliance with the *Access to Information Act* during 2008–2009. HRSDC was selected as one of the institutions targeted by the report card and received a three-star average rating, corresponding to 10.2 percent of requests receiving late responses. The report card was tabled by the Information Commissioner in April 2010 as a special report to Parliament, and can be found on the Office of the Information Commissioner's Web site.

HRSDC has improved its performance during the 2009–2010 fiscal year and expects that it would receive a better grade if rated by the Information Commissioner's Office. While HRSDC was able to decrease its deemed refusal rate to nine percent, corresponding to a four-star, above average rating, the Department continues to strive for a five-star, outstanding rating, corresponding to less than five percent of requests receiving a late response.

Delegation of Authorities for the Administration of the *Access to Information Act*

At HRSDC, the *Access to Information Act* is administered centrally, with all requests for information processed by National Headquarters officials. The requested information is forwarded to the Access to Information and Privacy Division for review, possible exemption and disclosure to the requestor.

During the reporting period, the Corporate Secretary informed executive heads across the Department that the Director, Access to Information and Privacy (ATIP) Division, retains the authority to determine whether documents should be released, as per the delegation signed by the Minister of Human Resources and Skills Development.

The instrument of delegation on the following pages is currently in force at HRSDC.

DEPARTMENT OF HUMAN RESOURCES AND SKILLS DEVELOPMENT

DELEGATION ORDER

ACCESS TO INFORMATION ACT

I, Diane Finley, Minister of Human Resources and Skills Development, pursuant to Section 73 of the *Access to Information Act*, hereby designate the officer or employee of the Department of Human Resources and Skills Development whose position or title is set out in the attached Schedule, or the officers or employees occupying, on an acting basis or otherwise, those positions, to exercise the powers, duties or functions of the head of the institution under the Act that are set in the Schedule in relation to that officer or employee.

This delegation order supersedes any previous order executed pursuant to section 73 of the Act.

Dated at Ottawa, Ontario,

this 28th day of February 2008.

Diane Finley

The Honourable Diane Finley
Minister of Human Resources and Skills Development

Access to Information Act – Delegation of Authority Department of Human Resources and Skills Development									
Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Responsibility of government institutions	4(2.1)	X	X	X	X	X	X	X	
Notice where access requested	7(a)	X	X	X	X	X	X	X	X
Giving access to record	7(b)	X	X	X	X	X	X	X	
Transfer of request to another government inst.	8(1)	X	X	X	X	X	X	X	X
Extension of time limits	9	X	X	X	X	X	X	X	
Payment of additional fees	11(2)	X	X	X	X	X	X	X	X
Payment of fees for EDP record	11(3)	X	X	X	X	X	X	X	X
Deposit	11(4)	X	X	X	X	X	X	X	X
Notice of fee payment	11(5)	X	X	X	X	X	X	X	X
Waiver of refund of fees	11(6)	X	X	X	X	X	X	X	

Director ATIP: Director of the Access to Information and Privacy Division

Manager ATIP Operations: Operations Manager within the Access to Information and Privacy Division

ATIP Officers: Officers within the Access to Information and Privacy Division at the PM-04 and PM-05 levels

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Language of access	12(2)(b)	X	X	X	X	X	X	X	X
Access to alternate format	12(3)(b)	X	X	X	X	X	X	X	X
Refuse access – Obtained in confidence	13	X	X	X	X	X	X	X	
Refuse access – Federal-provincial affairs	14	X	X	X	X	X	X	X	
Refuse access – International affairs and defence	15	X	X	X	X	X	X	X	
Refuse access – Law enforcement, investigations	16	X	X	X	X	X	X	X	
Refuse access – <i>Public Servants Disclosure Protection Act</i>	16.5	X	X	X	X	X	X	X	
Refuse access – Safety of individuals	17	X	X	X	X	X	X	X	
Refuse access – Economic Interests of Canada	18	X	X	X	X	X	X	X	
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	X	X	X	X	X	X	X	

Director ATIP: Director of the Access to Information and Privacy Division

Manager ATIP Operations: Operations Manager within the Access to Information and Privacy Division

ATIP Officers: Officers within the Access to Information and Privacy Division at the PM-04 and PM-05 levels

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Refuse access – Personal information	19	X	X	X	X	X	X	X	
Refuse access – Third party information	20	X	X	X	X	X	X	X	
Refuse access – Operations of Government	21	X	X	X	X	X	X	X	
Refuse access – Testing procedures, tests, audits	22	X	X	X	X	X	X	X	
Refuse access – Audit working papers and draft audit reports	22.1	X	X	X	X	X	X	X	
Refuse access – Solicitor-client privilege	23	X	X	X	X	X	X	X	
Refuse access – Statutory prohibitions	24	X	X	X	X	X	X	X	
Severability	25	X	X	X	X	X	X	X	
Information to be published	26	X	X	X	X	X	X	X	
Third party notification	27(1)	X	X	X	X	X	X	X	
Third party notification – Extension of time limit	27(4)	X	X	X	X	X	X	X	

Director ATIP: Director of the Access to Information and Privacy Division

Manager ATIP Operations: Operations Manager within the Access to Information and Privacy Division

ATIP Officers: Officers within the Access to Information and Privacy Division at the PM-04 and PM-05 levels

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Third party notification – Notice of decision	28(1)(b)	X	X	X	X	X	X	X	
Third party notification – Representations in writing	28(2)	X	X	X	X	X	X	X	
Third party notification – Disclosure of record	28(4)	X	X	X	X	X	X	X	
Where the Information Commissioner recommends disclosure	29(1)	X	X	X	X	X	X	X	
Advising Information Commissioner of third party involvement	33	X	X	X	X	X	X	X	
Right to make representations	35(2)(b)	X	X	X	X	X	X	X	
Access to be given to complainant	37(4)	X	X	X	X	X	X	X	
Notice to third party (application to Federal Court)	43(1)	X	X	X	X	X	X	X	X
Notice to applicant (application to Federal Court by third party)	44(2)	X	X	X	X	X	X	X	X

Director ATIP: Director of the Access to Information and Privacy Division

Manager ATIP Operations: Operations Manager within the Access to Information and Privacy Division

ATIP Officers: Officers within the Access to Information and Privacy Division at the PM-04 and PM-05 levels

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Special rules for hearings	52(2)(b)	X	X	X	X	X	X	X	
<i>Ex parte</i> representations (Federal Court)	52(3)	X	X	X	X	X	X	X	
Facilities for inspection of manuals	71(1)	X	X	X	X	X	X	X	
Annual report to Parliament	72	X	X	X	X	X	X	X	
REGULATIONS									
Transfer of request	6(1)	X	X	X	X	X	X	X	X
Search and preparation of fees	7(2)	X	X	X	X	X	X	X	X
Production and programming fees	7(3)	X	X	X	X	X	X	X	X
Providing access to records	8	X	X	X	X	X	X	X	
Limitations in respect of format	8.1	X	X	X	X	X	X	X	

Director ATIP: Director of the Access to Information and Privacy Division

Manager ATIP Operations: Operations Manager within the Access to Information and Privacy Division

ATIP Officers: Officers within the Access to Information and Privacy Division at the PM-04 and PM-05 levels

2 Statistics in Detail

The following statistics describe the administration of the *Access to Information Act* within HRSDC for the period April 1, 2009, to March 31, 2010.

Requests under the *Access to Information Act*

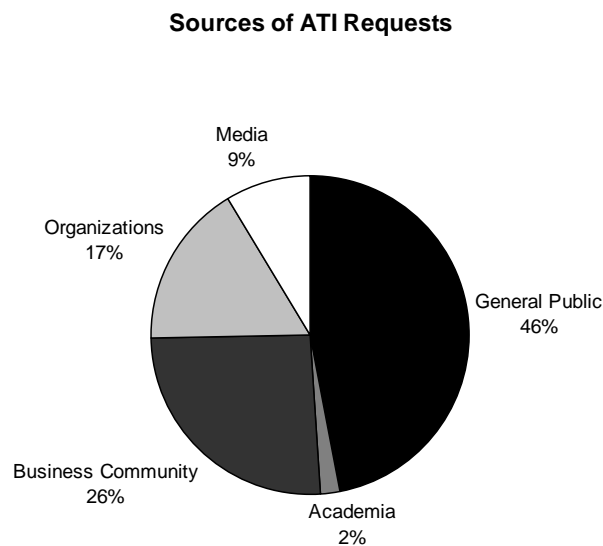
HRSDC received 400 requests under the *Access to Information Act* during the period in question.

HRSDC submitted 49 requests for consultation to other government departments (OGD) and third parties and received 91 requests for consultation from OGDs and third parties during the 2009–2010 fiscal year.

Sources of Requests

Most requests originated from the general public (188), followed by requests from the business community (103), organizations (67), the media (34) and academia (8).

Figure 1
Requests received by source in 2009–2010



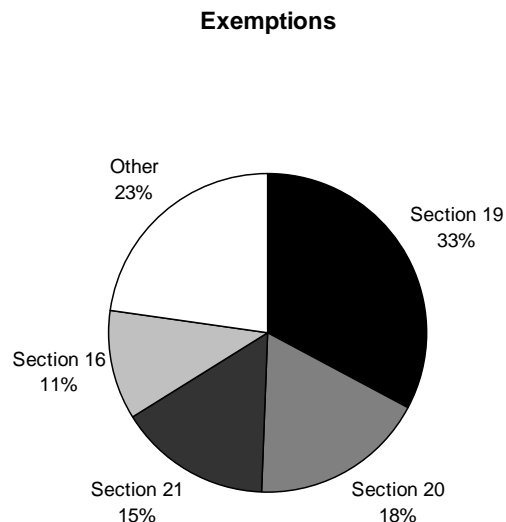
Disposition of Requests Completed

A total of 422 requests were finalized during the period in question. Of these requests, 358 resulted in full or partial disclosure of the information requested. Full disclosure took place in 131 cases, and 227 cases resulted in a partial release of the requested information. Only 16 cases resulted in the complete exemption or exclusion of the requested information. The remaining 48 requests fell into the categories of “unable to process” or “abandoned by the applicant.”

Exemptions Invoked

Of those cases in which HRSDC was able to fully process the request, exemptions were invoked 634 times. The exemption provision that was invoked most frequently was subsection 19(1), regarding personal information about individuals other than the requestor. Subsection 19(1) was invoked 207 times. Section 20, concerning third-party financial or technical information, was applied 114 times, while section 21, on advice and guidance, was invoked 98 times. Section 16, the exemption used to protect the integrity of lawful investigations and to ensure that security of systems and structures is maintained, was invoked in 70 cases. Section 24, which refers to statutory prohibitions against disclosure, was invoked 47 times. Section 23, the exemption used to protect information that is subject to solicitor-client privilege, was invoked in 42 cases. Section 14, on federal-provincial affairs, was applied 20 times. Section 22, which is used to protect the integrity of tests and audits was applied to 13 requests. Other exemptions were used in fewer than 10 cases each.

Figure 2
Common Exemptions Invoked at HRSDC in 2009–2010



Exclusions Cited

A total of 46 exclusions were invoked during the period in question. Forty-five of these exclusions were subject to consultations with the Privy Council Office, as they consisted of Cabinet Confidences of the Queen's Privy Council. The information in question was protected under the provisions of section 69 of the Act.

In the remaining case, the information was subject to section 68 of the Act, stating that information in the public domain is excluded from the *Access to Information Act*.

Completion Time and Extensions

Most requests (249) were processed within 30 days. This corresponds to just under 60 percent of requests processed by HRSDC in 2009–2010.

Extensions were invoked a total of 124 times. Large volumes of records accounted for 75 extensions while consultations with other departments and third parties accounted for 49 extensions.

Method of Access

In all cases in which records were provided to applicants (358), copies of original documents were given.

Costs

A total of 10.5 employees were used to administer the *Access to Information Act* within HRSDC. Salaries amounted to \$676,000 and administration costs were \$66,500.

Net Fees Collected and Fees Waived

Total fees of \$2,411.20 were collected.

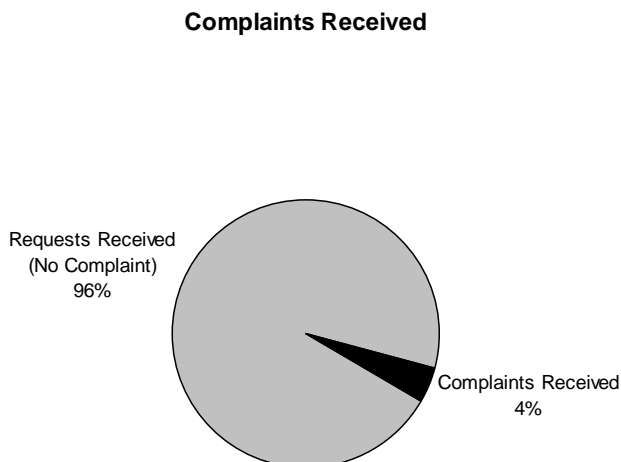
Fees were waived 367 times during the period in question, representing a total of \$20,979.10. It is noteworthy that reproduction fees are waived when records are provided to applicants on electronic media, such as compact discs.

Complaints to the Information Commissioner

HRSDC was notified of 17 complaints during the reporting period, which represents fewer than five percent of requests received. Thirteen of these complaints fell in the category of refusal to disclose, three pertained to the assessment of fees, and one complaint was regarding the time extension claimed in order to respond to the request.

As a comparison, the Department received 27 complaints in 2008–2009.

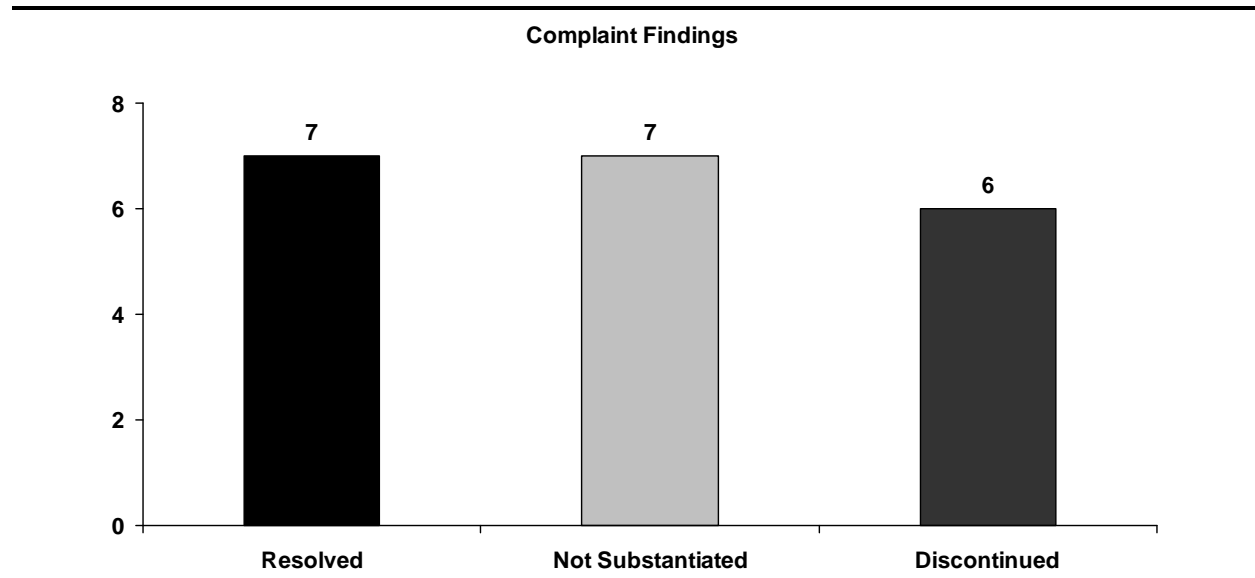
Figure 3
Proportion of requests for which complaints were lodged in 2009–2010



In 2009–2010, HRSDC was notified of the outcome of 20 complaints. In seven of these cases, the complaint was resolved. In seven cases, the allegations were not substantiated. The remaining six complaints were discontinued by the Office of the Information Commissioner.

These complaints are isolated incidents and did not lead to a change in policies and procedures.

Figure 4
Information Commissioner's Findings on Investigations Closed
during the 2009–2010 Fiscal Year



3 Statistical Report on the *Access to Information Act*

The 2009–2010 statistical report on the administration of the *Access to Information Act* and supplementary reporting requirements are found on the following pages.



Government of Canada
Gouvernement du Canada

REPORT ON THE ACCESS TO INFORMATION ACT
RAPPORT CONCERNANT LA LOI SUR L'ACCÈS À L'INFORMATION

Institution Human Resources and Skills Development Canada / Ressources humaines et Développement des compétences Canada			Reporting period / Période visée par le rapport 2009/04/01 to 2010/03/31		
Source	Media / Médias 34	Academia / Secteur universitaire 8	Business / Secteur commercial 103	Organization / Organisme 67	Public 188

I Requests under the Access to Information Act /
Demandes en vertu de la Loi sur l'accès à l'information

Received during reporting period / Reçues pendant la période visée par le rapport	400
Outstanding from previous period / En suspens depuis la période antérieure	68
TOTAL	468
Completed during reporting period / Traitées pendant la période visée par le rapport	422
Carried forward / Reportées	46

II Disposition of requests completed /
Disposition à l'égard des demandes traitées

1. All disclosed / Communication totale	131	6. Unable to process / Traitement impossible	30
2. Disclosed in part / Communication partielle	227	7. Abandoned by applicant / Abandon de la demande	18
3. Nothing disclosed (excluded) / Aucune communication (exclusion)	1	8. Treated informally / Traitement non officiel	0
4. Nothing disclosed (exempt) / Aucune communication (exemption)	15	TOTAL	422
5. Transferred / Transmission	0		

III Exemptions invoked / Exceptions invoquées

S.13(1)(a)	0	S. 16(1) (a)	3	S. 18(b)	0	S. 21(1)(a)	38
(b)	0	(b)	0	(c)	0	(b)	52
(c)	2	(c)	12	(d)	6	(c)	5
(d)	2	(d)	1	S. 19(1)	207	(d)	3
S. 14	20	S. 16(2)	52	S. 20(1)(a)	1	S. 22	13
S.15(1) International rel. / Relations intern.	7	S. 16(3)	2	(b)	54	S. 23	42
Defence / Défense	0	S. 17	0	(c)	55	S. 24	47
Subversive activities / Activités subversives	0	S. 18(a)	2	(d)	4	S. 26	4

IV Exclusions cited / Exclusions citées

S. 68(a)	1	S. 69(1)(c)	2
(b)	0	(d)	2
(c)	0	(e)	13
S. 69(1)(a)	4	(f)	2
(b)	0	(g)	22

V Completion time / Délai de traitement

30 days or under / 30 jours ou moins	249
31 to 60 days / De 31 à 60 jours	100
61 to 120 days / De 61 à 120 jours	42
121 days or over / 121 jours ou plus	31

VI Extensions / Prorogations des délais

	30 days or under / 30 jours ou moins	31 days or over / 31 jours ou plus
Searching / Recherche	37	38
Consultation	7	39
Third party / Tiers	0	3
TOTAL	44	80

VII Translations / Traduction

Translations requested / Traductions demandées		0
Translations prepared / Traductions préparées	English to French / De l'anglais au français	0
	French to English / Du français à l'anglais	0

VIII Method of access / Méthode de consultation

Copies given / Copies de l'original	358
Examination / Examen de l'original	0
Copies and examination / Copies et examen	0

IX Fees / Frais

Net fees collected / Frais net perçus			
Application fees / Frais de la demande	\$2,065.70	Preparation / Préparation	0
Reproduction	\$67.50	Computer processing / Traitement informatique	0
Searching / Recherche	\$278.00	TOTAL	2,411.20
Fees waived / Dispense de frais		No. of times / Nombre de fois	\$
\$25.00 or under / 25 \$ ou moins		265	\$ 1,907.70
Over \$25.00 / De plus de 25 \$		102	\$ 19,071.40

X Costs / Coûts

Financial (all reasons) / Financiers (raisons)	
Salary / Traitement	\$ 676,000
Administration (O and M) / Administration (fonctionnement et maintien)	\$ 66,500
TOTAL	\$ 742,500
Person-year utilization (all reasons) / Années-personnes utilisées (raison)	
Person-year (decimal format) / Années-personnes (nombre décimal)	10.5

Supplemental Reporting Requirements <i>Access to Information Act</i>	Exigences en matière de rapports supplémentaires <i>Loi sur l'accès à l'information</i>
In addition to the reporting requirements addressed in form TBS/SCT 350-62 "Report on the Access to Information Act," institutions are required to report on the following using this form:	En plus des exigences relatives à l'établissement de rapports dont on traite au formulaire TBS/SCT 350-62, « Rapport concernant la Loi sur l'accès à l'information », les institutions sont tenues de déclarer ce qui suit, en utilisant le présent formulaire :
Part III – Exemptions invoked	Partie III – Exceptions invoquées
Section 13	Article 13
Subsection 13(e) _____ 0 _____	Paragraphe 13(e) _____ 0 _____
Section 14	Article 14
Section 14* _____ 18 _____	Article 14* _____ 18 _____
Subsections 14(a) _____ 2 _____	Paragaphes 14(a) _____ 2 _____
14(b) _____ 0 _____	14(b) _____ 0 _____
* If the information qualifies for section 14 but does not fall within the scope of one of the examples cited in subsections 14(a) or 14(b), the information is exempted pursuant to section 14. HRSDC invoked this exemption 18 times in 2009-2010, and applied section 14, and its two subsections a total of 20 times during the course of the fiscal year.	* Si l'article 14 s'applique à un renseignement, mais que cette information ne correspond pas à l'un des exemples cités aux paragraphes 14(a) ou 14(b), le renseignement est protégé en vertu de l'article 14. RHDCC a invoqué cet article 18 fois en 2009-2010, et au total a appliqué l'article 14 et ses deux paragraphes à 20 reprises au courant de l'exercice financier.
Part IV – Exclusions cited:	Partie IV – Exclusions citées
Subsection 69.1 (1) _____ 0 _____	Paragraphe 69.1 (1) _____ 0 _____