

**2011-2012 Annual Report**  
**on the**  
***Access to Information Act***

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## **PREFACE AND PURPOSE**

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The *Access to Information Act* (Revised Statutes of Canada, Chapter A-1, 1985) was proclaimed on July 1, 1983.

Section 2 of the *Access to Information Act* gives Canadian citizens and permanent residents a broad right of access to information contained in government records, subject to certain specific and limited exceptions.

Section 72 of the *Access to Information Act* requires that the head of every government institution prepare, for submission to Parliament, an annual report on the administration of the Act within the institution during each financial year.

This annual report describes how Industry Canada administered its responsibilities in the twenty-ninth year of operation of the *Access to Information Act*.

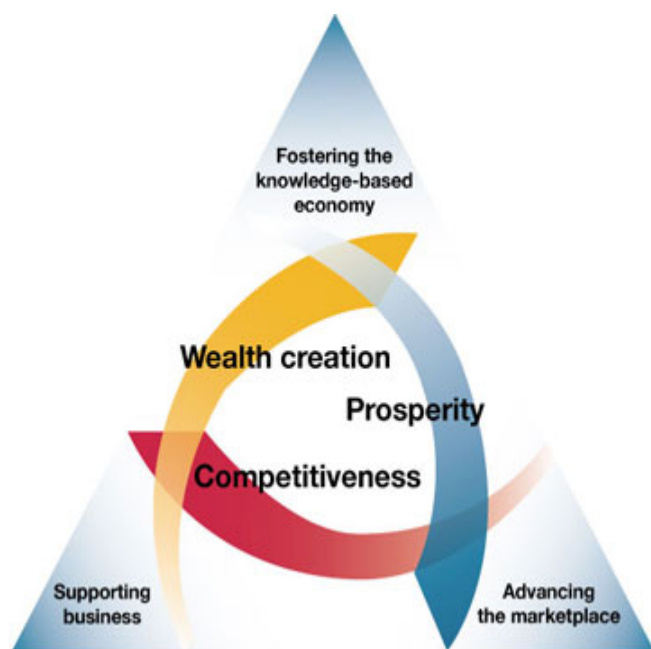
## ABOUT THE ORGANIZATION

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### Industry Canada's Mission and Mandate

Industry Canada's mission is to foster a growing, competitive, knowledge-based Canadian economy. The Department works with Canadians throughout the economy, and in all parts of the country, to improve conditions for investment, improve Canada's innovation performance, increase Canada's share of global trade, and build an efficient and competitive marketplace.

Industry Canada's mandate is to help make Canadian industry more productive and competitive in the global economy, thus improving the economic and social well-being of Canadians. The many and varied activities Industry Canada carries out to deliver on its mandate are organized around three interdependent and mutually reinforcing strategic outcomes, each linked to a separate key strategy. The key strategies are shown in the illustration below.



- **The Canadian marketplace is efficient and competitive**

#### *Advancing the marketplace*

Industry Canada fosters competitiveness by developing and administering economic framework policies that promote competition and innovation; support investment and entrepreneurial activity; and instill consumer, investor and business confidence.

- **Science and technology, knowledge, and innovation are effective drivers of a strong Canadian economy**

#### *Fostering the knowledge-based economy*

Industry Canada invests in science and technology to generate knowledge and equip Canadians with the skills and training they need to compete and prosper in the global, knowledge-based economy. These investments help ensure that discoveries and breakthroughs take place here in Canada and that Canadians realize the social and economic benefits.

- **Competitive businesses are drivers of sustainable wealth creation**

*Supporting business*

Industry Canada encourages business innovation and productivity because businesses generate jobs and wealth creation. Promoting economic development in communities encourages the development of skills, ideas and opportunities across the country.

## **Context and Environment**

Industry Canada is a department with many entities that have distinct mandates, with program activities that are widely diverse and highly dependent on partnerships. Industry Canada works on a broad range of matters related to industry and technology, trade and commerce, science, consumer affairs, corporations and corporate securities, competition and restraint of trade, weights and measures, bankruptcy and insolvency, intellectual property, investment, small business, and tourism.

Given the role the Department plays in promoting economic development and regulating the marketplace, there is significant public interest in the information collected and produced. Key areas of interest in 2011-2012 included tourism, telecommunications, small business, grants and contributions, G8/G20, gas pricing, as well as various statutes, namely the *Competition Act*, the *Canada Investment Act* and the *Copyright Act*, and decisions related to these Acts.

Industry Canada also received numerous requests of a general nature, related to the overall business activities of the Department, such as briefings for the Minister.

In 2011-2012 Industry Canada continued to play an important role in implementing the Government of Canada's Economic Action Plan (EAP), introduced in January 2009 as part of Budget 2009. The 2011 Budget included new investments in science and technology, as well as the commercialization and demonstration of new technologies in the marketplace that will help Industry Canada to succeed in its strategy to foster Canada's knowledge-based economy. In addition, Budget 2011 reaffirmed the Government of Canada's commitment to developing a digital economy strategy to encourage the development of a world-class digital economy in Canada, driven by innovation and enhanced productivity, by 2020. Advancing this strategy will involve sectors within Industry Canada, including the Spectrum, Information and Telecommunications Sector and the Strategic Policy Sector. Budget 2011 also introduced a review of all policies and programs related to the aerospace/space industry to maximize the competitiveness of this sector.

These initiatives have continued to generate significant public interest in the activities of the Department.

## **Departmental Structure**

The Department employs over 5 600 people across the country, including economists, engineers, scientists, commerce officers, inspectors, metrologists and accountants supported by specialists in areas such as human resources, financial management, communications, information management and information technology.

The Department is organized into 15 sectors and branches (see [www.ic.gc.ca](http://www.ic.gc.ca)). Industry Canada has its headquarters in Ottawa and several offices in the National Capital Region. The Department also has five regional offices (Vancouver, Edmonton, Toronto, Montreal and Halifax) as well as 10 sub-offices and numerous district offices.

In addition, a number of programs have a regional presence, including those delivered by the Competition Bureau, Measurement Canada, the Office of the Superintendent of Bankruptcy, the Spectrum, Information Technologies and Telecommunications Sector and the Federal Economic Development Initiative for Northern Ontario (FedNor).

Each of these sectors and branches is responsible for searching and retrieving documents responsive to official access requests received under the *Access to Information Act* and *Privacy Act* (ATIP). However, Information and Privacy Rights Administration (IPRA) is legally responsible for implementing and managing the ATIP program and services for Industry Canada, including decisions on the release or non-release of information pursuant to the legislation.

### **Information Management Branch**

Given that the effective management of information is critical to the administration of the *Access to Information Act* and *Privacy Act*, IPRA resides with the Information Management Branch (IMB), a branch in the Small Business, Tourism and Marketplace Services Sector (SBTMS). IMB directs and supports an Information Management (IM) program to ensure the effective and efficient management of information within Industry Canada. The IM program provides strategic direction and services related to recordkeeping, public access to departmental information, departmental access to commercially published information and information management policy, accountability, governance, planning and reporting. As a result, departmental program managers can more readily deliver their programs and services, as well as meet their obligations under the Government's Policy on Information Management, the *Library and Archives Canada Act*, the *Access to Information Act*, the *Privacy Act* and the *Federal Accountability Act*. Further, it ensures that the Department respects the intellectual property rights of commercial publishers.

IMB provides services to the Department from four Directorates: Corporate Integrated Records Services (CIRS), the Library and Knowledge Centre (LKC), IM Policy, Planning and Innovation (IMPPI), and Information and Privacy Rights Administration (IPRA).

### **Information and Privacy Rights Administration**

IPRA is responsible for the implementation and management of the *Access to Information Act* and *Privacy Act* programs and services for Industry Canada. Specifically, IPRA makes decisions on the disposition of access and privacy requests; promotes awareness of the legislation to ensure departmental responsiveness to the obligations imposed by law; monitors and advises on departmental compliance with the Acts, regulations, procedures and policies; and acts as the spokesperson for the



Department when dealing with the Treasury Board Secretariat, the Information Commissioner, the Privacy Commissioner, and other government departments and agencies. IPRA is also responsible for conducting consultations with other federal departments with respect to access to information and privacy issues.

IPRA has a complement of 15 employees including one Director, four managers, seven advisors and three support staff, all of whom are dedicated to processing access and privacy requests, along with related functions.

### **Delegation of Authority**

The current Access to Information and Privacy (ATIP) Delegation Order was approved by the Minister in September 2011, and provides full-delegated authority to the Assistant Deputy Minister of SBTMS, the Director General of IMB, the Director and the managers of IPRA. The designation of the Assistant Deputy Minister and Director General positions is for purposes of providing strategic support and advice to the executive management of the Department concerning ATIP issues, if and when required. For all daily ATIP activities and operations, the Director and the managers of IPRA exercise full responsibility (see Appendix III).

The Director of IPRA is responsible for the development, coordination and implementation of effective policies, guidelines and procedures to manage the Department's compliance with the Acts. The administration of the legislation in Industry Canada is managed by IPRA, but is also facilitated at the sector, branch and regional office levels. Each sector and corporate branch has an ATIP Liaison Officer (reporting to an Assistant Deputy Minister, Executive Director, etc.) who coordinates activities and provides guidance on the administrative processes and procedures of the Acts. IPRA, which is located in Ottawa, responds to all formal requests submitted under the applicable Acts.

### **2011-2012 Highlights**

## **CHALLENGES AND ACCOMPLISHMENTS**

### ***Volume of Work***

In 2011-2012, there was a continued level of interest in specific activities, particularly related to the government's expenditures be it grants and contributions, travel, hospitality, and specific legislation like the *Fairness at the Pumps Act* designed to protect Canadian consumers from inaccurate measurement when purchasing gasoline or other measured goods, and investment applications and proposals under the *Investment Canada Act*. There also continued to be a high level of interest in the Economic Action Plan initiatives and Digital Economy Strategy managed by Industry Canada. Other subjects of interest involved the G8/G20, tourism, small business and telecommunications.

In 2011-2012, the Department received 492 new access requests and continued to process 360 outstanding cases from previous years, for a total workload of 852 requests. In addition, the Department received 615 consultation requests from more than 30 government departments/agencies including two from provincial governments. Overall, the Department completed a total of 632 access and 520 consultation requests, as compared to 593 access and 186 consultations the previous year. This represents an increase of 7 percent in completed access requests and a 180 percent increase in completed consultation requests in 2011-2012. The volume of pages processed at the end of March

2012 was 2 698 190, a 425 percent increase from the previous year (513 387). An overall 72 percent compliance level was achieved for on-time responses to ATI requests (“F” rating as per the Office of the Information Commissioner (OIC’s) ranking), as compared to the 74 percent compliance level reported last year (“F” rating).

The IPRA Policy and Outreach Unit continued to deliver its enhanced services, not only in increased awareness sessions (57 vs. 36 in 2010-2011), but also in the guidance and advice provided on various issues. The unit responded to more than 78 queries from both internal and external clients; reviewed 11 audit/evaluation reports, 100 parliamentary questions, and approved 15 reviews for possible Privacy Impact Assessments (PIAs), along with 1 877 emails related to proactive disclosures posted on the Department website. Other activities completed during the reporting period consisted of updating Info Source, implementing the proactive disclosure website for completed ATI requests and updating various ATIP instructional communication products to share with the Department.

### ***Backlog of Cases***

The Department carried over 360 active cases from 2010-2011 into fiscal 2011-2012. At the end of 2011-2012, the size of the carried forward into 2012-2013 was decreased by 39 percent. During the reporting period, the Department received 492 new requests, completed 632, and carried forward 220 requests into 2012-2013.

The Department developed and implemented an ATIP Action Plan to improve compliance and eliminate the backlog of requests. (see Strategies and Initiatives to Increase Performance and Compliance on page 13).

### ***Resources – Human and Financial***

In 2011-2012, IPRA continued to face challenges in performing its daily operations and meeting its legal compliance requirements. Although IPRA continues to operate within an allocation of 15 full-time employees, 11 temporary resources were provided from across the Department to assist with the workload for the period of October 2011 to March 2012. As a result, a temporary operational structure was implemented in October 2011 to better meet the increasing business demands and allow IPRA to address the significant backlog of files. IPRA consists of four teams, with three teams responsible for the daily operations and one for policy and outreach (see Appendix II).

Providing interesting work and opportunities for growth are critical to retaining employees and lowering the departure rate. To attract and retain employees in a highly competitive market, IPRA provides career progression opportunities with the use of the ATIP Professional Development Program (ATIP-PDP). The Program, which has been in effect since 2005, is used to develop employees from the PM-01 to the PM-04 level within the ATIP function.

The Program’s objective is to provide management with a tool to recruit, train and retain resources interested in building a career in the ATIP field. The program has proven effective in the recruitment and development of resources. It has also reduced the number of lengthy staffing processes and actions, and has had a positive influence on retention and succession planning. In 2011-2012, one IPRA employee was participating in the program. IPRA has also been innovative in using inter-departmental staffing processes and other recruitment/staffing tools, which have positively improved recruitment outcomes.

IPRA also supports employees' career objectives by providing training opportunities to support both short and long-term career goals.

### ***Resources and Workload***

Of the 15 IPRA positions, most were staffed for the majority of the reporting period. The 15 positions consisted of the Director, four managers (PM-06), three senior advisors (PM-05), three advisors at the PM-04 level and one at the PM-03 level, plus three support positions (PM-02, PM-01 and AS-01). During the period under review IPRA had to contend with a number of resourcing issues, not least of which was the departure of four staff members in the third and fourth quarters of the year. During part of the reporting period, two consultants were hired to assist with the workload, but only for a period of four weeks.

In 2011-2012, the policy and outreach unit, usually consisting of two people (PM-06 and PM-05), was responsible for maintaining the various partnerships with other functional areas, overseeing various projects/initiatives (e.g., ATIP case management tool, Info Source Renewal, etc.), and delivering ATIP advice/guidance including providing training and awareness sessions across the Department. Due to operational changes, the unit was reduced to one person. Even with the reduction, the following activities were completed:

<b>ACTIVITY</b>	<b>TOTAL</b> (Questions/Reviews / Emails, etc.)
Provide ATIP guidance and advice to Industry Canada officials, OGDs and the public	78
Review of audit and evaluation reports prior to being publicly posted on the departmental website	11
Review of parliamentary questions and responses	100
Review of proactive disclosures prior to being publicly posted on the departmental website	1 877 (emails)
Prepare and deliver ATIP training/awareness sessions to departmental officials (including regions by remote)	57
Review assessments for possible Privacy Impact Assessments (PIAs)	15
Review and approve Privacy Impact Assessments (PIAs)	0
<b>OTHER</b>	
Update to IPRA internet and intranet sites	X
Develop and implement new public proactive disclosure site for Completed ATI requests	X
Prepare and table annual reports and statistical reports	X
Provide input to MAF and DPR (ATIP user fees)	X
Manage Info Source updates and providing submission to TBS	X
Review and update business practices and procedures for IPRA	X
Participate in various initiatives across IC (IM best practices in support of ATIP, defining ATIP roles and accountabilities, etc.)	X

## **IPRA – ATIP Procedures, Business Practices, and Policies**

To improve the administration of the ATIP program, and to ensure that Treasury Board ATIP policies are respected and implemented, IPRA has developed various internal guidelines, procedures, and business practices. The areas covered include the following:

### **OPERATIONAL PROCEDURES**

#### ***Assigning Work Based on Complexity of Requests***

Defining the complexity levels of requests has allowed IPRA to better manage workload and positively impact performance, in particular, when assigning cases to appropriate level officers.

In building its definitions, IPRA reviewed other jurisdictions and found that a number of provinces were also using similar descriptions in defining the complexity level of requests received pursuant to their respective legislation. IPRA has described the complexity level from low to high as noted below:

<b>Level 1 (low)</b>	<b>Level 2 (moderate)</b>	<b>Level 3 (high)</b>
<ul style="list-style-type: none"><li>- Fewer than 100 pages</li><li>- Full disclosure and/or minor severances</li><li>- Minimal number of interests in the file, if any (limited or no consultations)</li><li>- Exemption application, if any, is consistent</li><li>- Disclosure of previously released information</li><li>- Informal disclosure</li></ul>	<ul style="list-style-type: none"><li>- Fewer than 2 000 pages</li><li>- Involves more than one area of the Department</li><li>- Partial disclosure or full exemption due to limited number of exemptions with appropriate arguments</li><li>- Reasonable number of consultations with other government departments (OGDs) and third parties (less than 10)</li><li>- Track and monitor significant number of administrative activities such as consultations, updates, follow-ups, etc.</li></ul>	<ul style="list-style-type: none"><li>- More than 2 000 pages</li><li>- Information is intertwined</li><li>- Involves one or more areas of the Department</li><li>- A number of entities are involved</li><li>- Disclosure is influenced by other legal authorities/obligations (e.g., other governments, other statutes, third party, etc.)</li><li>- May require legal services to provide opinion and/or comments</li><li>- Subject issue may be high profile and sensitive</li><li>- May require the need to advise senior management of the outcome due to subject matter</li><li>- May require multiple consultations with OGDs, third parties and other levels of government (in excess of 10)</li><li>- Variety of exemptions invoked with a mixture of mandatory and discretionary exemptions</li></ul>
Examples: <ul style="list-style-type: none"><li>- Temp Help contracts</li><li>- List of terms/casuals</li><li>- List of contracts</li></ul>	Examples: <ul style="list-style-type: none"><li>- Telecommunication files</li><li>- Bankruptcy files</li><li>- Contracts and deliverables</li></ul>	Examples: <ul style="list-style-type: none"><li>- Copyright reform</li><li>- <i>Competition Act</i> requests</li></ul>

In 2011-2012, IPRA found that of the 632 access cases completed, 60 percent were of level 1 complexity, due mainly to routine cases and large number of re-released information, 31 percent were of level 2 complexity, and nine percent were of level 3 complexity.

### ***ATIP Procedures for IPRA Staff***

A guide of the ATIP Office's business practices and procedures was developed to reduce the learning curve of new employees, as well as to provide a reference tool for staff. During development existing ATIP business processes were reviewed and challenged in an attempt to reduce administrative burden and improve the day-to-day workflow of the office.

### ***ATIP Accountability Framework***

In 2011-2012, as part of the ATIP Action Plan, IPRA developed an ATIP Accountability Framework for the Department to define roles, responsibilities and accountabilities with respect to the *Access to Information Act*. The framework provides guidance for both program managers and ATIP practitioners and describes the responsibilities, accountabilities as well as the timing of required decisions and actions.

### ***Helping Applicants through Duty to Assist***

Over the years, IPRA has implemented various approaches to better assist and respond to applicants. Established practices include the following:

- The applicant's identity is not considered during the processing of a request, nor is it revealed to departmental officials, unless there is a need to know to retrieve information and/or if consent is provided by the applicant;
- Regular communication is established with applicants to clarify and narrow requests, provide updates and explain the ATI process and rights pursuant to the Act;
- Accurate, timely and complete responses are compiled in good faith. Alternate solutions may be suggested, such as previously released, or publicly accessible information, and, if applicable, referrals to other organizations involved;
- Records are provided in the format requested. Since 2001, IPRA has been providing processed documents on CD-ROM in PDF format to the applicant. At times, releases of data extracts are provided in Excel and/or ASCII format. If the material is less than 50 pages, a paper copy is provided; and,
- Other practices involve facilitating discussions and/or meetings with program officials, providing interim responses when possible and limiting fees charged to the applicant where possible.

## **BUSINESS PRACTICES IN SUPPORT OF TBS POLICIES**

### ***Use of CDs***

This initiative has reduced paper burden and eliminated reproduction fees and on-site visits from applicants, as well as improved timeliness and efficiency in managing the ATIP program and services. The Department does not charge for CDs.

## ***Informal Practices***

Consistent with the principle that the Act is intended to complement, rather than replace existing procedures to access government information, informal requests may be addressed directly to branches within the Department. IPRA routinely directs requesters to the relevant sectors with public research centers or public sites.

## ***Publicly Accessible Information, Website and Enquiry Points***

The Department is broad and diverse in nature, and manages various distinct laws that legally allow for publicly accessible information. Industry Canada has a comprehensive website and provides a number of enquiry points where the public may submit a query and obtain information on an informal basis:

- ▶ [ic.gc.ca](http://ic.gc.ca)
- ▶ Canada Business
- ▶ Canadian Consumer Information Gateway
- ▶ Canadian Intellectual Property Office
- ▶ Corporations Canada
- ▶ Office of the Superintendent of Bankruptcy
- ▶ Competition Bureau

## ***ATIP Website***

IPRA also has its own internet site ([www.ic.gc.ca/eic/site/atip-aiarp.nsf/eng/home](http://www.ic.gc.ca/eic/site/atip-aiarp.nsf/eng/home)).

The site contains general information, points of contacts and links to other key departments and agencies, including the ATIP Offices for the Industry Portfolio.

## ***Info Source***

IPRA is responsible for providing a full accounting of the Department's information holdings to the Treasury Board Secretariat (TBS) and it ensures that updates are provided on a timely basis for inclusion in Info Source.

In 2011-2012, a review and update of the Department's Info Source Chapter was completed with the collaboration of program officials. The revised 2011-2012 Chapter contains complete descriptions of all IC functions, programs, activities and related holdings linked to Industry Canada's 2011 Program Activity Architecture. All of the Department's institution-specific Personal Information Banks (PIBs) were reviewed and updated.

Info Source may be obtained through public and academic libraries, or may be viewed online at [www.infosource.gc.ca/index-eng.asp](http://www.infosource.gc.ca/index-eng.asp).

## ***Reading Rooms***

A reading room is available at Industry Canada headquarters and in all regional offices as required. Current departmental manuals are available for review by the public upon request. The manuals may also be provided electronically.

## ***Section 67.1 – Obstructing Right of Access***

An internal policy and directives concerning Section 67.1 of the *Access to Information Act* have been implemented in association with the Department's internal security services.

### **Strategies and Initiatives to Increase Performance and Compliance**

In 2009-2010 various strategies and initiatives were introduced to improve compliance and respond to increased complaints, and to maximize the use of limited resources with IPRA. In 2011-2012, however, a concerted department-wide effort was made with the implementation of the ATIP Action Plan to eliminate the backlog of requests and improve compliance. The ATIP Action Plan consisted of a four-part strategy:

- 1) Increasing capacity
- 2) Raising awareness
- 3) Increasing reporting and monitoring
- 4) Updating ATIP business processes and practices including defining accountabilities and refining timelines.

#### ***ATIP Action Plan to Improve Compliance and Eliminate the Backlog***

##### **1) Increasing Capacity**

As of October 2011, 11 incremental resources from various sectors were temporarily allocated to IPRA to enhance its capacity in meeting its legal obligations. As a result, IPRA restructured its office to allow for three operational units: one to process backlog files; one to process active requests received in 2011-2012 and another for the initial intake of access requests and the processing of consultation requests. The last unit of one was responsible for policy and outreach issues. This increase in capacity resulted in the following:

- Closing 77 percent of the 2011-2012 access requests received (378 of 492); and
- Completing 71 percent of the backlog requests (254 of 360);

Further resulting in:

- Decreasing the previous years carry-forward of access requests by 39 percent (220 vs. 360);
- Completing 85 percent of the 615 consultation requests received (520); and
- Processing in excess of 2 698 190 pages.

##### **2) Raising Awareness**

IPRA conducted 58 percent more awareness sessions across the Department to raise awareness of not only the legal obligations of the ATIP legislation but also the importance of applying sound information management practices. Further details highlighted on page 15.

##### **3) Increasing Reporting and Monitoring**

By-weekly reporting to senior management was enhanced to include sector performance in meeting IPRA deadlines when retrieving documents and reviewing final disclosures responsive to requests. In addition, senior management is also routinely made aware of the status of the Department's

performance and compliance in order to ensure early action is taken to address any possible issues.

Improved case management using Axxess-1 and enhanced monitoring within IPRA ensured a more constant and consistent flow of work and reduced the delays in completing requests. This resulted in achieving an on-time compliance of 91 percent for 2011-2012 access requests and a 72 percent combined compliance level (including backlog files).

#### 4) Updating ATIP Business Practices

IPRA reviewed and updated existing ATIP processes and business practices to streamline processing requests; IPRA also clarified roles, responsibilities and accountabilities between the ATIP Office and sectors across the Department. In addition, specific ATIP measures related to legal extensions, fees and consultation processes were enhanced to improve compliance. Updated instructional communication products were developed and shared with the sectors within the Department. The result has been that sectors have improved both the quality and timing of responses to IPRA. Overall, sectors have met IPRA's deadline 81 percent of time as compared to 71 percent the previous year.

#### ***Managing Complaints***

During this reporting period, 32 complaints were received, compared to 25 complaints received in 2010-2011. There was also a carry-forward of 55 pending investigations from the previous year, for a total of 87 complaints. Over the course of the reporting period, 61 complaints were closed and 26 active complaints were carried over into 2012-2013.

The measures introduced in 2009-2010 to manage the number of complaints have had positive results and continue to be applied. IPRA has one employee dedicated to managing the complaint investigations, working directly with investigators from the Information and Privacy Commissioners' Offices, liaising between investigators and department officials, providing documentation and rationales and responding to questions in order to resolve and conclude as many complaints as possible. This has proven beneficial in terms of ensuring one central point of contact and providing a more strategic approach to completing complaint investigations. In total, 61 complaints were completed in 2011-2012 as compared to 49 last year, with 48 percent being discontinued during investigation.

#### ***Improving Compliance through Training and Outreach***

Enhanced awareness and knowledge of ATIP obligations on the part of departmental officials improves compliance with legal obligations, turnaround times, and the quality of responses. During the reporting year, IPRA continued to work closely with various program areas of the Department to improve compliance and address issues related to privacy and overarching IM concerns.

In 2011-2012, there was a 58 percent increase in ATIP awareness sessions prepared and delivered to Industry Canada employees (57 sessions as compared to 36 in 2010-2011), with approximately 1 032 participants attending (including regional participation via teleconference). Upon request, sessions were tailored to suit the needs of specific groups.

Ongoing training was provided to Sector Liaison Officers, and sessions were provided to new employees as part of the departmental orientation program. To date, awareness and training sessions have resulted in increased cooperation and collaboration with program officials across the Department. In some cases, these have allowed improved negotiations with applicants to reduce the scope and



volume of work, and also improved the overall productivity and performance in managing the ATIP program. In addition to these formal sessions, an intranet site and wiki were used to create awareness and disseminate information to employees.

Quarterly meetings with Sector Liaison Officers were established in order to provide regular updates and discuss various ATIP issues.

IPRA also participated in and contributed to the Department's IM Community of Practice, launched in July 2010, which provides a forum of discussion related to the development and implementation of Information Management best practices within Industry Canada in support of business and accountability.

IPRA also worked with partners across the Department to develop and deliver a more integrated IM outreach program to departmental officials. Messages highlighted the connections and inter-dependence between ATIP functions and information management activities, such as security classification, retention/disposal and information of business value, as well as emphasized practical tips and best practices.

### ***Mitigating Risk of Inappropriate Use and Disclosure of Information***

Over the past years, in an effort to mitigate the risk of releasing information that should be protected and to ensure the balance of privacy and right of access, IPRA has provided a number of services to the following core administrative functional areas:

#### ***Audit and Evaluation Branch (AEB)***

- Reviewing audit and evaluation reports, including management responses, prior to their being posted on the departmental website, in order to prevent the release of personal information or information that should be protected in accordance with the *Access to Information Act*.

#### ***Corporate and Portfolio Office (CPO)***

- Reviewing and approving the final responses to parliamentary questions and motions for the production of papers, in accordance with the ATIP provisions.

#### ***Comptrollership and Administration Sector (CAS)***

- Reviewing departmental information security policies and directives, and providing advice as required.

### ***Information Management Initiatives***

As noted earlier, effective and efficient information management is crucial to IPRA maintaining its high-level performance and ensuring compliance with its legal obligations. IPRA contributes to a multi-year IM Agenda that guides the Department in delivering on its long-term Information Management (IM) program objectives, which are to support program and service delivery, foster informed decision-making, facilitate accountability, transparency and collaboration, and preserve access to information and records for the benefit of present and future generations. Initiatives under the IM Agenda are designed to achieve the following outcomes:

- Effective IM Governance – The continuous and effective management of information is assured through appropriate governance structures, policies and guidelines.
- IM Informed Workforce – Employees have the know-how and expertise to manage and access information to support business outcomes.
- Sustainable Corporate Support – Corporate IM tools based on effective standards, methods and practices are in place, supported by a sustainable info-structure and infrastructure.

### ***ATIP Case Management Tool***

IPRA implemented a new electronic ATIP case management tool (Axxess-1) in November 2011. This new tool has improved monitoring and tracking of requests and has facilitated the meeting of increased reporting requirements, thereby allowing IPRA to manage its day-to-day workflow more effectively.

## **ACCESS TO INFORMATION – TRENDS AND STATISTICS**

### **Significant Trends**

Historically, businesses (private sector) and organizations (e.g., political parties and associations) have accounted for about 60 percent of the ATI requests received by the Department. This fiscal year about half of the requests received were from businesses (24 percent) and the public (25 percent) while the media accounted for 32 percent. Media was once more the most frequent type of requester this reporting period. These statistics as compared to the previous fiscal year 2010-2011, show that media was again the most frequent requester (53 percent of requests) and the public was the second most frequent requester at 19 percent of requests. Also of note this fiscal year is the significant increase in requests received from organizations, up to 14 percent as compared to 6 percent in 2010-2011.

In 2011-2012, IPRA reported a 39 percent decrease in carry-forward of requests (220) from the previous reporting period (360). As a result of the ATIP Action Plan, the Department closed 254 of the 360 carry-forward from the previous period and is continuing to work on eliminating the remaining 106 requests in 2012-2013. In addition, IPRA completed 378 of the 492 new requests received for an overall total of 632 requests completed during the reporting period. The remaining 114 requests added to the 106 backlog requests formed the overall 220 carry-over into 2012-2013.

Although IPRA endeavoured to complete as many requests as possible in a timely fashion and continued to receive the ongoing support and cooperation from the Department, the on-time compliance achieved at the end of March 2012 was 72 percent, as compared to the 74 percent reported in 2010-2011. The sizable backlog of requests has continued to negatively affect the level of compliance and will continue to do so until it is eliminated.

In 2011-2012 the Department saw a decrease in the volume of requests received by 30 percent with 492 new requests received compared to 698 new requests from the previous reporting period. A total of 632 requests were completed, an increase from the previous period (593).

During this reporting period, the Department also faced a 231 percent increase in the number of consultation requests received (615) compared to the 185 received in 2010-2011. Consultation requests completed totaled 520, a 180 percent increase from the previous reporting period (186).

On average, the total number of requests (access and consultations) completed during the reporting period per FTE (excluding the Director and managers) was 100 files during this reporting period, a slight decrease compared to 111 files in 2010-2011. The average number of pages per processed file was 2 400 pages as compared to 260 the previous year. The volume of pages processed significantly increased to 2 698 170 as compared to 513 387 reported in 2010-2011. This increase was due to a handful of requests related to four large investigation files with the Competition Bureau (ranging between 500 000 to 2 000 000 pages).

Of the 632 access requests processed and completed during this reporting period, 19 percent were informal requests, a slight decrease from 2010-2011 (138) due to the number of backlog files completed.

## **Statistical Report – Interpretation and Explanation**

A summarized statistical report on *Access to Information Act* requests processed from April 1, 2011 to March 31, 2012 is found in Appendix I. An explanation and interpretation of information contained in the appendix follows.

### **Part 1 – Requests Received Under the Access to Information Act**

#### **1.1 – Number of Requests**

In 2011-2012, the Department received 492 new requests plus the 360 carry-forward from 2010-2011 for a total of 852 requests to be processed during the reporting period. A total of 632 requests were completed leaving a carry-forward of 220 for 2012-2013.

#### **1.2 – Sources of Requests**

The percentage breakdown of the 492 new requests received by type of user was:

Media	32%
Academia	5%
Business (Private Sector)	24%
Organization	14%
Public	25%

### **Part 2 – Requests Closed During the Reporting Period**

#### **2.1 – Disposition and completion time**

632 requests were completed during the 2011-2012 reporting period, categorized as follows:

**All Disclosed** – in 110 cases, the requesters were provided with full access to the relevant records.

**Disclosed in Part** – in 234 cases, the requesters were granted partial access.

**All Exempted** – in 15 cases, nothing was disclosed because all of the information was exempt under the Act.

**All Excluded** – in 34 cases, nothing was disclosed because all of the information was excluded under the Act.

**No Records Exist** – in 59 cases, the Department found no existing relevant records.

**\*Request Transferred** – in 13 cases, the requests were transferred to the appropriate government institution in accordance with the Act because the records were not under the control of the Department.

**Request Abandoned** – in 50 cases, the requests were abandoned by the applicant. Such an action may occur at any stage of the process.

**\*Treated Informally** – in 117 cases, it was determined that the information could be released informally rather than through the formal procedures of the Act. Many of these consist of copies of previously released information.

*\*Note: these cases still involve a certain amount of work, be it research, administrative activities, negotiations with applicants and other government departmental officials, and discussions with departmental employees, prior to determining their disposition.*

## **2.2 – Exemptions**

As noted in Appendix I, exemptions pursuant to sections 13–16, 18–24 and 26 of the *Access to Information Act* were invoked by the Department. It should be noted that if five different exemptions were used in one request, one exemption under each relevant section would be reported for a total of five. If the same exemption is used several times for the same request, it is reported as one.

The statistics show that although IPRA has invoked all of the applicable exempting provisions of the Act, sections 15, 19, 20, 21, 23 and 24 remain the most frequently used. This reflects the nature of the information held by the Department (i.e., third party, personal, advice/recommendations, legal advice and other statutes).

Although the Department has four statutes recognized under the *Access to Information Act* pursuant to section 24, exemptions are most frequently applied to information subject to the *Competition Act* and the *Investment Canada Act*.

## **2.3 – Exclusions**

The *Access to Information Act* does not apply to published material, material available for purchase by the public, or confidences of the Queen's Privy Council for Canada, pursuant to sections 68 and 69 of the Act, respectively. As in the case of exemptions, Appendix I shows the types of exclusions invoked to deny access.

## **2.4 – Format of information released**

In 344 cases (excluding the 117 informal requests), documents were released and the requesters received copies of the material that they were seeking on paper (206) or on CD (138). It should also be noted that since implementing the use of CDs in 2001, there has been no request for on-site examination.

## **2.5 – Complexity**

### **2.5.1 – Relevant Pages Processed and Disclosed**

Of the 632 requests completed, 30 percent either had no records (59), were transferred (13), and/or were treated informally (117). Of the remaining the requests (443), a total of 2 698 190 pages were processed and 62 573 pages disclosed. Note that 50 of these requests were abandoned by the applicants during the processing.

### **2.5.2 – Relevant Pages Processed and Disclosed by Size of Requests**

Of the 632 requests completed, 19 percent of these were treated informally (117). Of the remaining the requests, a total of 2 698 190 pages were processed and 62 573 pages were disclosed.

### **2.5.3 – Other Complexities**

In 137 of the 632 completed requests, complexity was due to consultations with other institutions (135) and assessment of fees (2).

Note that the Department has developed its own measure for identifying complexity based on the type of information and size of request (see page 8 of the report).

## **2.6 – Deemed Refusals**

### **2.6.1 – Reasons for Not Meeting Statutory Deadline**

Of the 632 completed cases, the Department was able to respond within legislated deadlines, 66 percent of the time (418 requests). However, 214 requests were completed past the legal due dates due to workload, as well as external and internal consultations.

### **2.6.2 – Number of Days Past Deadline**

Of the 214 requests noted above, 30 percent could not be legally extended and 48 percent or 31 of these were completed more than 121 days after the legal due date. Of the 70 percent legally extended, 72 percent or 108 of these were completed more than 121 days after the legal due date.

### **2.7 – Requests for translation**

There were no requests for which the records required translation.

## **Part 3 – Extensions**

### **3.1 – Reasons for extensions and disposition of requests**

Of the 632 processed requests, the Department completed 220 requests (excluding those treated informally) within the first 30 calendar days. A total of 294 required legal extensions. Of the legal extensions taken, 63 percent were for reasons of consultations pursuant to section 9(1)(b) of the Act.

### **3.2 – Length of extensions**

Of the legal extensions taken during the reporting period, 47 percent were extended 61 to 120 days.

### **Part 4 – Fees**

The *Access to Information Act* authorizes fees for certain activities related to the processing of formal requests under the Act. In addition to a \$5 application fee, search, preparation and reproduction charges may also apply. No fees are imposed for reviewing records, overhead or shipping costs, or for the first five hours required to search for a record or prepare any part of it for disclosure. Fees may be waived when a request is deemed to be in the public interest and if less than \$25.00 in accordance with Treasury Board policy.

The fees collected during the reporting period totalled \$1 310. This is lower than the \$2 610 collected in 2010-2011. This decrease is due to the number of requests treated informally as well as the large number of files completed that were carried-over from previous years. Any fees collected related to carried-over requests would have been reported in previous years. Fees waived during 2011-2012 totalled \$568 and were related to reproduction and/or CD costs.

### **Part 5 – Consultations received from other institutions and organizations**

#### **5.1 – Consultations received from other government institutions and organizations**

In 2011-2012, the Department faced a 232 percent increase in consultation requests received compared to 2010-2011 (615 vs. 185).

615 consultation requests were received in 2011-2012, plus the 17 outstanding from the previous period totalled 632 and involved more than 14 871 pages of which 520 were completed during the reporting period. 112 consultation requests involving 4 202 pages were carried forward into 2012-2013.

Of the 615 consultation requests, 74 percent were related to the review of declassified cabinet documents (457). This trend is expected to continue into 2012-2013.

#### **5.2 – Recommendations and completion time for consultations received from other government institutions**

Of the 613 consultation requests received from other government institutions, 518 were completed and 112 were carried forward into 2012-2013. Of the 518 completed, 80 percent of the consultation requests (414) were concluded within 60 days.

Of the 518 completed, the Department recommended in 90 percent of these requests that the other government institutions either disclose the documents entirely or in part.

#### **5.3 – Recommendations and completion time for consultations received from other organizations**

Two requests were received from other organizations and completed during this reporting period, one within 15 days and the other within 60 days. Of the two completed consultation requests, both were recommended for full release.

## **Part 6 – Completion time of consultations on Cabinet confidences**

Of the 103 consultations to confirm cabinet confidences, 42 percent of the responses were received after the established response date. Of the 43 responses received past the deadline, 56 percent were received between 61 and more than 365 days after the deadlines (24).

## **Part 7 – Resources related to the Access to Information Act**

### **7.1 – Costs**

Total salary costs associated with IPRA administering the *Access to Information Act* activities amounted to \$1 211 426 for this reporting period. Non-salary costs amounted to \$133 780 for a total cost of \$1 345 206.

In addition to the above, administrative costs for program officials across the Department associated with retrieving and providing the information to IPRA amounted to \$229 880.

The overall cost to administer the ATIA at Industry Canada amounts to \$1 575 085 for this reporting period.

### **7.2 – Human resources**

The associated human resources required to fulfill this function amounted to 16.5 full-time employees (FTE) as not all of the positions (see appendix II) were filled for the complete reporting period. The 16.5 employees (representing an overall FTE usage) and included 14 FTEs in IPRA and the 2.5 temporary resources assigned to IPRA for the period of October 2011 to March 2012.

In addition to the above, the departmental program officials required to retrieve and provide the documents to IPRA totalled 3.6 full-time employees. Overall total human resources required to administer the *Access to Information Act* at Industry Canada was 20.1 full-time employees.

## **Complaints, Investigations and Appeals**

Applicants have the right of complaint pursuant to the Act and may exercise this right at any time during the processing of their request. The Department received a total of 32 complaints during this reporting period, as compared to 25 the previous year.

In reviewing the types of complaints received, 53 percent were administrative in nature and related to delays in meeting legal deadlines as well as legal extensions taken. Following investigations, the Office of the Information Commissioner concluded 61 complaints as noted below. Of the concluded complaint investigations, 48 percent were discontinued and resulted in no formal finding. At the end of this reporting period, a total of 26 complaints were still under investigation.

<b>Type of Complaint</b>	<b>Received</b>	<b>Concluded (finding)</b>	<b>Active</b>
Delay	10	Well-Founded / Resolved (10) Discontinued (5)	1
Extension	7	Discontinued (1) Not Well-Founded (2) Well-Founded / Resolved (2)	2
Exemptions	9	Discontinued (21) Not Well-Founded (6) Well-Founded / Resolved (6) Settled in course of investigation (1)	18
Exclusions	N/A	N/A	N/A
Fees	N/A	N/A	N/A
Refusal Access – General (i.e., missed legal deadline, additional records exist, other administrative actions, etc.)	6	Discontinued (2) Not Well-Founded (2) Well-Founded / Resolved (3)	5
<b>Total</b>	<b>32</b>	<b>61</b>	<b>26</b>

Two new court challenges were received during the reporting period and are currently pending.

## **Changes Resulting from Issues Raised by Officers of Parliament**

### **Office of the Information Commissioner of Canada (OIC)**

Industry Canada was last subject to the Information Commissioner's Report Card Process in 2008-2009. No further reporting has been required.

### **The OIC Annual Report to Parliament**

The 2011-2012 Annual Report has not yet been tabled.

### **Office of the Auditor General of Canada**

There is nothing to report for 2011-2012.



# **APPENDIX I – STATISTICAL REPORT ON THE ACCESS TO INFORMATION ACT**

**Name of institution:** Industry Canada

**Reporting period:** 2011-04-01 to 2012-03-31

## **PART 1 – Requests under the Access to Information Act**

### **1.1 – Number of Requests**

	<b>Number of Requests</b>
Received during reporting period	492
Outstanding from previous reporting period	360
<b>Total</b>	<b>852</b>
Closed during reporting period	632
Carried over to next reporting period	220

### **1.2 – Sources of requests**

<b>Source</b>	<b>Number of Requests</b>
Media	159
Academia	27
Business (Private Sector)	116
Organization	68
Public	122
<b>Total</b>	<b>492</b>

## **PART 2 – Requests closed during the reporting period**

### **2.1 – Disposition and completion time**

<b>Disposition of requests</b>	<b>Completion Time</b>							<b>Total</b>
	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	5	72	13	11	3	5	1	<b>110</b>
Disclosed in part	7	29	14	47	25	32	80	<b>234</b>
All exempted	0	8	0	2	0	4	1	<b>15</b>
All excluded	1	1	13	0	9	10	0	<b>34</b>
No records exist	19	35	3	1	0	1	0	<b>59</b>
Request transferred	12	1	0	0	0	0	0	<b>13</b>
Request abandoned	22	5	1	5	3	2	12	<b>50</b>
Treated informally	103	13	0	1	0	0	0	<b>117</b>
<b>Total</b>	<b>169</b>	<b>164</b>	<b>44</b>	<b>67</b>	<b>40</b>	<b>54</b>	<b>94</b>	<b>632</b>

## 2.2 – Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	9	16(2)(a)	2	18(a)	2	20.1	0
13(1)(b)	1	16(2)(b)	0	18(b)	2	20.2	0
13(1)(c)	8	16(2)(c)	4	18(c)	0	20.4	0
13(1)(d)	3	16(3)	0	18(d)	1	21(1)(a)	134
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	146
14(a)	3	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	23
14(b)	1	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	5
15(1) - I.A.*	37	16.1(1)(d)	0	18.1(1)(d)	0	22	1
15(1) - Def.*	0	16.2(1)	0	19(1)	100	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	7	23	49
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	68	24(1)	26
16(1)(a)(ii)	2	16.4(1)(b)	0	20(1)(b.1)	0	26	2
16(1)(a)(iii)	0	16.5	0	20(1)(c)	82		
16(1)(b)	4	17	0	20(1)(d)	10		
16(1)(c)	5	* I.A.: International Affairs   Def.: Defence of Canada					
16(1)(d)	0						
						S.A.: Subversive Activities	

## 2.3 – Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
	1	69(1)(a)	7	69(1)(g) re (a)	30
	0	69(1)(b)	1	69(1)(g) re (b)	0
	0	69(1)(c)	5	69(1)(g) re (c)	30
68.1	0	69(1)(d)	7	69(1)(g) re (d)	3
68.2(a)	0	69(1)(e)	62	69(1)(g) re (e)	39
68.2(b)	0	69(1)(f)	1	69(1)(g) re (f)	6
				69.1(1)	0

## 2.4 – Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	86	24	0
Disclosed in part	120	114	0
<b>Total</b>	<b>206</b>	<b>138</b>	<b>0</b>

## 2.5 – Complexity

### 2.5.1 – Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	14120	11681	110
Disclosed in part	2648338	50756	234
All exempted	2657	0	15
All excluded	678	0	34
Request abandoned	32397	136	50

## 2.5.2 – 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	92	1042	10	2119	4	2529	4	5991	0	0
Disclosed in part	107	1815	78	10485	24	6964	20	24234	5	7258
All exempted	10	0	3	0	2	0	0	0	0	0
All excluded	33	0	1	0	0	0	0	0	0	0
Abandoned	38	0	3	0	3	136	4	0	2	0
<b>Total</b>	<b>280</b>	<b>2857</b>	<b>95</b>	<b>12604</b>	<b>33</b>	<b>9629</b>	<b>28</b>	<b>30225</b>	<b>7</b>	<b>7258</b>

## 2.5.3 – Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	13	1	0	0	<b>14</b>
Disclosed in part	95	1	0	0	<b>96</b>
All exempted	4	0	0	0	<b>4</b>
All excluded	17	0	0	0	<b>17</b>
Abandoned	6	0	0	0	<b>6</b>
<b>Total</b>	<b>135</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>137</b>

## 2.6 – Deemed refusals

### 2.6.1 – Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
214	129	45	40	0

### 2.6.2 – Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	8	8	<b>16</b>
16 to 30 days	4	6	<b>10</b>
31 to 60 days	16	10	<b>26</b>
61 to 120 days	5	18	<b>23</b>
121 to 180 days	8	15	<b>23</b>
181 to 365 days	13	33	<b>46</b>
More than 365 days	10	60	<b>70</b>
<b>Total</b>	<b>64</b>	<b>150</b>	<b>214</b>

## 2.7 – Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## PART 3 – Extensions

### 3.1 – 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	1	1	20	2
Disclosed in part	16	31	114	11
All exempted	0	0	5	1
All excluded	0	21	2	1
No records exist	0	0	1	0
Request abandoned	4	2	17	1
<b>Total</b>	<b>21</b>	<b>55</b>	<b>159</b>	<b>16</b>

### 3.2 – 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	13	4	24	0
31 to 60 days	4	7	44	13
61 to 120 days	4	40	71	3
121 to 180 days	0	3	16	0
181 to 365 days	0	1	4	0
365 days or more	0	0	0	0
<b>Total</b>	<b>21</b>	<b>55</b>	<b>159</b>	<b>16</b>

## PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	262	\$1,310	0	\$0
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	170	\$568
<b>Total</b>	<b>262</b>	<b>\$1,310</b>	<b>170</b>	<b>\$568</b>

## PART 5 – Consultations received from other institutions and organizations

### 5.1 – Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	613	11689	2	46
Outstanding from the previous reporting period	17	3136	0	0
<b>Total</b>	630	14825	2	46
Closed during the reporting period	518	10623	2	46
Pending at the end of the reporting period	112	4202	0	0

### 5.2 – Recommendations and completion time for consultations received from other government 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	68	70	58	27	7	4	0	234
Disclose in part	75	58	41	37	18	2	0	231
Exempt entirely	1	1	0	1	0	0	0	3
Exclude entirely	1	1	0	1	0	0	0	3
Consult other institution	3	0	1	0	0	0	0	4
Other	23	10	3	3	2	2	0	43
<b>Total</b>	171	140	103	69	27	8	0	518

### 5.3 – 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	0	0	0	0		0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	1	0	1	0	0	0	0	2

## PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	30	8
16 to 30	30	6
31 to 60	14	5
61 to 120	12	12
121 to 180	9	6
181 to 365	5	3
More than 365	3	3
<b>Total</b>	<b>103</b>	<b>43</b>

## PART 7 – Resources related to the Access to Information Act

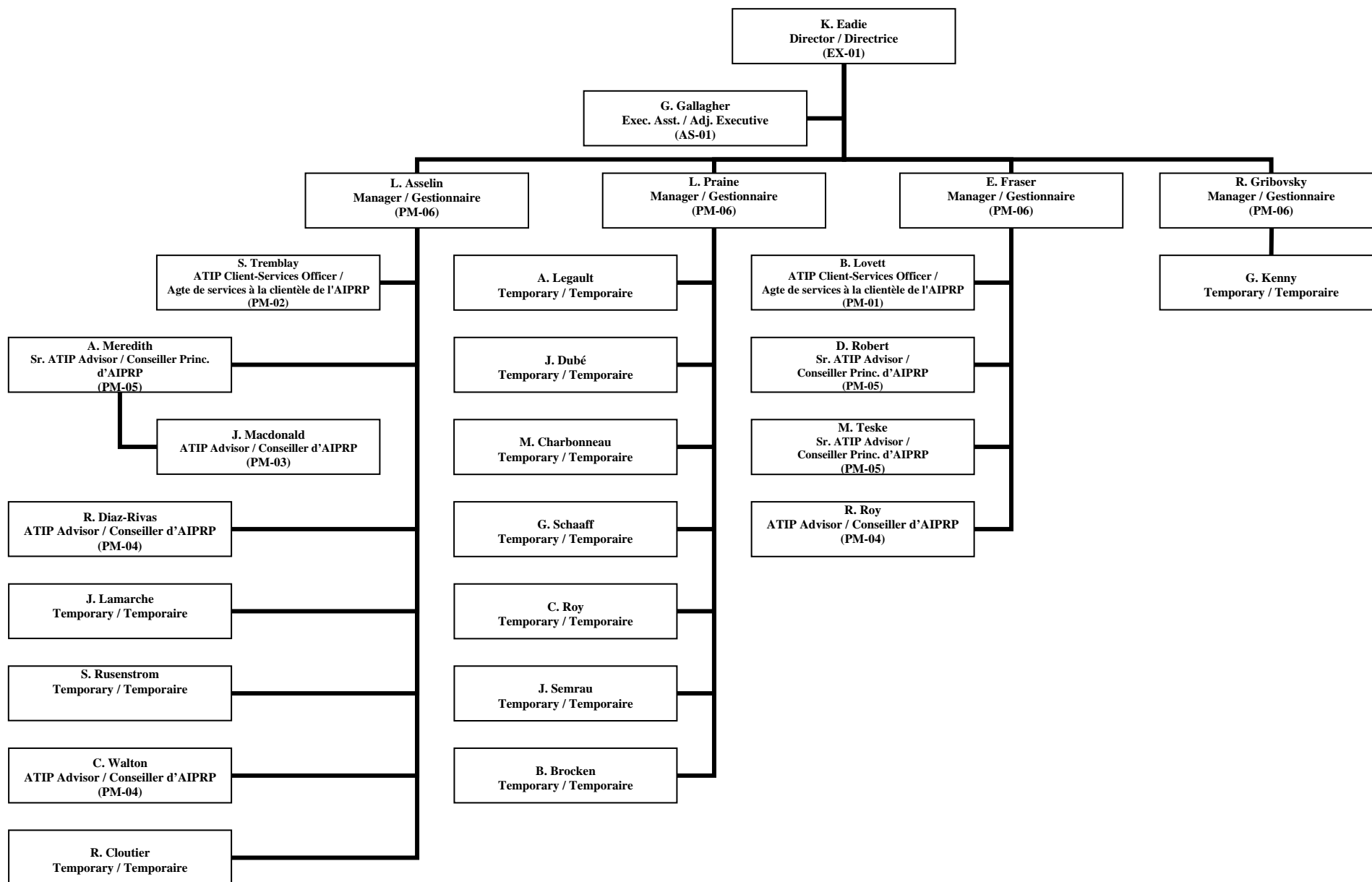
### 7.1 – Costs

Expenditures		Amount
Salaries		\$1,211,426
Overtime		\$0
Goods and Services		\$133,780
• Professional services contracts	\$28,942	
• Other	\$104,838	
<b>Total</b>		<b>\$1,345,206</b>

### 7.2 – Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	14.00	0.00	<b>14.00</b>
Part-time and casual employees	2.50	0.00	<b>2.50</b>
Regional staff	0.00	0.00	<b>0.00</b>
Consultants and agency personnel	0.00	0.00	<b>0.00</b>
Students	0.00	0.00	<b>0.00</b>
<b>Total</b>	<b>16.50</b>	<b>0.00</b>	<b>16.50</b>

## APPENDIX II – IPRA ORGANIZATIONAL STRUCTURE



## **APPENDIX III – DELEGATION OF AUTHORITY**

### **Industry Canada / Industrie Canada**

#### ***Access to Information Act and Privacy Act Delegation Order***

#### ***Arrêté sur la délégation en vertu de la Loi sur l'accès à l'information et de la Loi sur protection des renseignements personnels***

The Minister of Industry Canada, pursuant to section 73 of the *Access to Information Act* and the *Privacy 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 and functions of the Minister as the head of a government institution, under the section of the Acts set out in the schedule opposite each position. This Delegation Order supersedes all previous Delegation Orders.

En vertu de l'article 73 de la *Loi sur l'accès à l'information* et la *Loi sur la protection des renseignements personnels*, le Ministre d'Industrie Canada délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire les-dits postes, les attributions dont il est, en qualité de responsable d'une institution fédérale, investie par les articles des lois mentionnées en regard de chaque poste. Le présent décret de délégation remplace et annule tout décret antérieur.

#### **Schedule / Annexe**

<b>Position / Poste</b>	<b><i>Access to Information Act</i> and Regulations / <i>Loi sur l'accès à l'information</i> et règlements</b>	<b><i>Privacy Act</i> and Regulations / <i>Loi sur la protection des renseignements personnels</i> et règlements</b>
Assistant Deputy Minister, Small Business, Tourism and Marketplace Services / Sous-ministre adjoint(e), Services axes sur le marché, le tourisme et les petites entreprises	Full authority / Autorité absolue	Full authority / Autorité absolue
Director General, Information Management Branch (IMB) / Directeur (trice) général, Gestion de l'information (DGI)	Full authority / Autorité absolue	Full authority / Autorité absolue



Director, Information and Privacy Rights Administration (IPRA), Information Management Branch (MB)/ Directeur (trice), Administration des droits à l'information et à la protection des renseignements personnels (ADIPRP), Gestion de l'information (DGGI)

Full authority / Autorité absolue

Full authority / Autorité absolue

Manager, IPRA-IMB / Gestionnaire, ADIPRP-DGGI

Full authority / Autorité absolue

Full authority / Autorité absolue

and

Senior Advisor IPRA, IMB / Conseiller (ère) principal(e), ADIPRP - DGI

Sections / Articles: 7, 8(1), 9, 11(4)(5), 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27(1), 68, 69

Sections / Articles : 8(1), 14, 15, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 69, 70

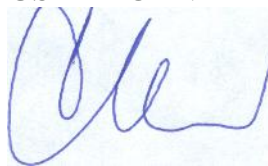
Dated, at the City of Ottawa  
this       day of       , 2011

**SEP 06 2011**

Date, en la ville d'Ottawa  
ce       jour de       2011

**SEP 06 2011**

THE HONOURABLE CHRISTIAN PARADIS MINISTRE  
OF INDUSTRY CANADA



MINISTRE D'INDUSTRIE CANADA L'HONORABLE  
CHRISTIAN PARADIS

