

Registry of the Competition Tribunal

2014–15

Departmental Performance Report

Honourable Navdeep Singh Bains, P.C. M.P.
Minister of Innovation, Science and Economic
Development

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represented by the Minister of Innovation, Science and Economic Development, 2015

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Registrar's Message

I am pleased to present the final Departmental Performance Report for the Registry of the Competition Tribunal that covers the period April 1, 2014 to October 31, 2014. On November 1, 2014 the governance structure of the Registry was altered with the coming into force of the *Administrative Tribunal Support Services Canada Act*, which created the Administrative Tribunals Support Service of Canada (ATSSC) centralizing the provision of support services of 11 administrative tribunals through a single, integrated organization.

The Registry continued to operate in an environment where it does not have control over its volume of work and can only react to the number of proceedings filed. Under the reporting period, 2 new proceedings were filed and the Registry supported the release of 17 decisions. At the end of the reporting period, 4 cases remained at various stages of the adjudicative process. Throughout the reporting period, the number of resources continued to be aligned with the workload to maintain the Tribunal's level of service and, where feasible, resources were shared with other departments which provided learning opportunities to employees.

I would like to acknowledge the efforts of my predecessor Raynald Chartrand who not only maintained the operations for the support to the Tribunal but dedicated most of his time to ensure a successful transition to the ATSSC.

Rachel J. Boyer
Executive Director & Registrar
Registry of the Competition Tribunal

Section I: Organizational Expenditure Overview

Organizational Profile

Minister: The Honourable Navdeep Singh Bains
Minister of Innovation, Science and Economic Development

Institutional Head: Rachel J. Boyer

Ministerial Portfolio: Innovation, Science and Economic Development Canada

Enabling Instrument(s): *the Competition Tribunal Act* (R.S.C., 1985, c. C-34)ⁱ

Year of Incorporation / Commencement: 1986

Other: On November 1, 2014, the *Administrative Tribunals Support Service of Canada Act* came into force and consolidated the provision of support services of 11 administrative tribunals, including the Registry of the Competition Tribunal. The Tribunal retained its adjudicative powers while the Registry of the Competition Tribunal transferred all human and financial resources to the ATSSC.

Organizational Context

Raison d’être

The Competition Tribunal, established in 1986, is an independent, quasi-judicial tribunal established under the *Competition Tribunal Act* to hear applications brought by the Commissioner of Competition or a private party, depending on the circumstances, under various parts of the *Competition Act*. The purpose of the *Competition Act* is to maintain and encourage competition in Canada. The Tribunal hears applications related to deceptive marketing practices, such as misleading advertising, under Part VII.1 of the *Competition Act*. The Tribunal also has jurisdiction to hear references as well as applications brought pursuant to Part VIII, which sets out restrictive trade practices such as exclusive dealings.

Responsibilities

Since its creation in 1986, the Tribunal has heard cases relating to mergers, abuse of dominance, deceptive marketing and various trade practices that have involved key players in several industries. Cases have involved a number of business areas, including furniture stores, importers of cast iron pipes, airline computer reservation systems, community newspapers, aspartame, waste disposal, car parts, weight-loss products, fuel-saving devices, fireplace maintenance products, banking and credit card services, poultry supply, career management services and real estate brokerage services.

The *Competition Tribunal Act* provided for an administrative infrastructure in support of the workings of the Competition Tribunal, through the Registry of the Competition Tribunal. Section 14 of the Act, which provided for the establishment of a Registry, was repealed on November 1, 2014 with the coming into force of the *Administrative Tribunals Support Service of Canada Act*, which consolidated the provision of support services of 11 administrative tribunals, including the Registry of the Competition Tribunal, into a new organization known as the Administrative Tribunals Support Service of Canada (ATSSC). The support services include corporate services (e.g., common functions of human resources, information technology, financial services, accommodations, security and communications); registry services; and core mandate services (e.g., research, analysis, legal and other case-specific work such as repositories for filing applications, consent agreements and documents and issuing documents and orders for all cases brought before tribunals).

The Registry of the Competition Tribunal was designated a department under Schedule I.1 of the *Financial Administration Act* until October 31, 2014 and, therefore, must adhere to federal public administration policies including the preparation of this final Departmental Performance Report, which covers the period April 1 to October 31, 2014.

This report pertains to the activities of the Registry in support of the Tribunal and its deliberations, and not to Tribunal cases themselves.

Strategic Outcome and Program Alignment Architecture

1. Strategic Outcome: Open, fair, transparent and expeditious hearings related to the Tribunal’s jurisdiction.

1.1 Program: Process Cases

Internal Services

Organizational Priorities

Organizational Priorities

Priority	Type ¹	Strategic Outcome and/or Program
Support the implementation of electronic hearings for all cases heard by the Tribunal	Previously committed to	Open, fair, transparent and expeditious hearings related to the Tribunal's jurisdiction.
Summary of Progress		
Hearings before the Tribunal are now proceeding electronically. The Registry’s investments in technology provided Tribunal members and parties the required tools to make hearings more efficient while decreasing the need to print massive amounts of paper. The Registry continued to support Tribunal members with this new process.		

Priority	Type	Strategic Outcome and/or Program
Provide continuous learning opportunities to Tribunal Members	Ongoing	Open, fair, transparent and expeditious hearings related to the Tribunal's jurisdiction.
Summary of Progress		
Hearing of new cases and writing of decisions on complex cases heard in the previous fiscal year required a fair amount of time from judicial members in a context where the Tribunal only had two judicial members (out of a possible six under the enabling statute). The annual meeting of the Tribunal was, therefore, postponed until the appointment of further judicial members and to allow the two appointed judicial members to focus on the issuing of decisions. The two judicial members nonetheless attended conferences on competition law to continue their learning and training in the area.		

Priority	Type	Strategic Outcome and/or
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1. Type is defined as follows: previously committed to—committed to in the first or second fiscal year prior to the subject year of the report; ongoing—committed to at least three fiscal years prior to the subject year of the report; and new—newly committed to in the reporting year of the Report on Plans and Priorities or the Departmental Performance Report.

		Program
Implement the recommendations resulting from the 2013–14 review of how the Registry could support the Tribunal in a more cost-effective manner	New	Open, fair, transparent and expeditious hearings related to the Tribunal's jurisdiction.
Summary of Progress		
In Budget 2014, the federal government announced the creation of the Administrative Tribunals Support Service of Canada (ATSSC), a new entity to provide administrative support to 11 tribunals, including the Competition Tribunal. As a result, all staff of the Registry of the Competition Tribunal was transferred to the ATSSC as of November 1, 2014. The Registry was actively involved in working groups to support the planning and implementation of the ATSSC and to ensure that there would be a seamless transition for the provision of services to the Tribunal.		

Priority	Type	Strategic Outcome and/or Program
Develop partnerships with other organizations to provide learning opportunities to employees	Ongoing	Open, fair, transparent and expeditious hearings related to the Tribunal's jurisdiction.
Summary of Progress		
Our ongoing experience of providing learning opportunities to staff in other organizations has been beneficial for the employees involved and for the Registry. During the reporting period, the number of resources continued to be aligned with the workload to maintain the Tribunal's level of service and where feasible, staff of the Registry was shared with other organizations through Memoranda of Understandings.		

Risk Analysis

Key Risks

Risk	Risk Response Strategy	Link to Program Alignment Architecture
The Registry faces a substantial, ongoing planning challenge in that the Tribunal's sole function is to respond to the matters referred to it. Its activities are driven by external demands that it can only react to rather than plan for.	The Registry must be in a state of readiness to provide support for the Tribunal's work. The hiring of casual employees or the sharing of resources with other organizations ensured the appropriate level of resources to handle sporadic increases in the workload. This risk was identified in the 2014-15 Report on Plans and Priorities and the course of action to mitigate the risk was followed throughout the year.	Process Cases

Risk	Risk Response Strategy	Link to Program Alignment Architecture
The use of an electronic hearing system for virtually all hearings requires that Tribunal members and staff be comfortable with the technology used during proceedings.	The Registry provided training to members and staff, and case-specific training was also provided one week prior to a hearing as a refresher. Furthermore, an IT specialist was on site during hearings providing support, as required. This risk was identified in the 2014-15 Report on Plans and Priorities.	Process Cases
A micro organization like the Registry can only offer limited professional development opportunities to staff.	While this risk was identified in the 2013-14 Report on Plans and Priorities, the risk response strategy shifted with the creation of the ATSSC. As of November 1, 2014, the Registry became part of a larger organization providing staff with more learning and professional development opportunities.	Process Cases Internal Services

The number of applications brought before the Tribunal depends on the enforcement policy adopted by the Competition Bureau and the number of applications filed by individuals or companies under the private action provision of the *Competition Act*. The sharing of resources with other organizations has proven to be effective in ensuring the Registry's resources were scalable and in a state of readiness to support the Tribunal in meeting its mandate.

Actual Expenditures

Budgetary Financial Resources (dollars)

2014–15 Main Estimates	2014–15 Planned Spending	2014–15 Total Authorities Available for Use ¹	2014–15 Actual Spending (authorities used)	Difference (actual minus planned)
2,345,306	2,345,306	585,378	575,378	(1,769,928)

¹ The reduction in the Total Authorities Available for use is a result of the coming into force of the ATSSC on November 1, 2014, whereas unspent resources were deemed to have been transferred to the ATSSC.

Human Resources (Full-Time Equivalents [FTEs])

2014–15 Planned ¹	2014–15 Actual ²	2014–15 Difference ³ (actual minus planned)
9	4.7	(4.3)

Budgetary Performance Summary for Strategic Outcome(s) and Program(s) (dollars)

Strategic Outcome(s), Program(s) and Internal Services	2014–15 Main Estimates	2014–15 Planned Spending	2015–16 Planned Spending ⁴	2016–17 Planned Spending	2014–15 Total Authorities Available for Use	2014–15 Actual Spending (authorities used)	2013–14 Actual Spending (authorities used)	2012–13 Actual Spending (authorities used)
Strategic Outcome: Open, fair, transparent and expeditious hearings related to the Tribunal's jurisdiction								
Process Cases	1,758,980	1,758,980	0	0	358,825	348,825	848,462	1,353,452
Subtotal	1,758,980	1,758,980	0	0	358,825	348,825	848,462	1,353,452
Internal Services Subtotal	586,326	586,326	0	0	226,553	226,553	306,961	383,360
Total	2,345,306	2,345,306	0	0	585,378	575,378	1,155,423	1,736,812

The Registry's actual spending was \$0.6 million in 2014–15, a decrease of 50% compared to the previous year. The decrease was due to the Tribunal transferring its human and financial resources to the ATSSC as of November 1, 2014.

¹ Full fiscal year planned complement is pre-ATSSC and as reported in the 2014-15 RPP.

² The actual FTE figures have been pro-rated to reflect the 7 months of operations of the Registry.

³ The difference between the planned and actual FTE complement is mainly the result of the transfer to the ATSSC on November 1, 2014.

⁴ As this is the final Departmental Performance Report of the Registry of the Competition Tribunal and covers the period April 1, 2014 to October 31, 2014, there is no planned spending for subsequent years.

Alignment of Spending With the Whole-of-Government Framework

Alignment of 2014–15 Actual Spending With the [Whole-of-Government Framework](#)ⁱⁱ (dollars)

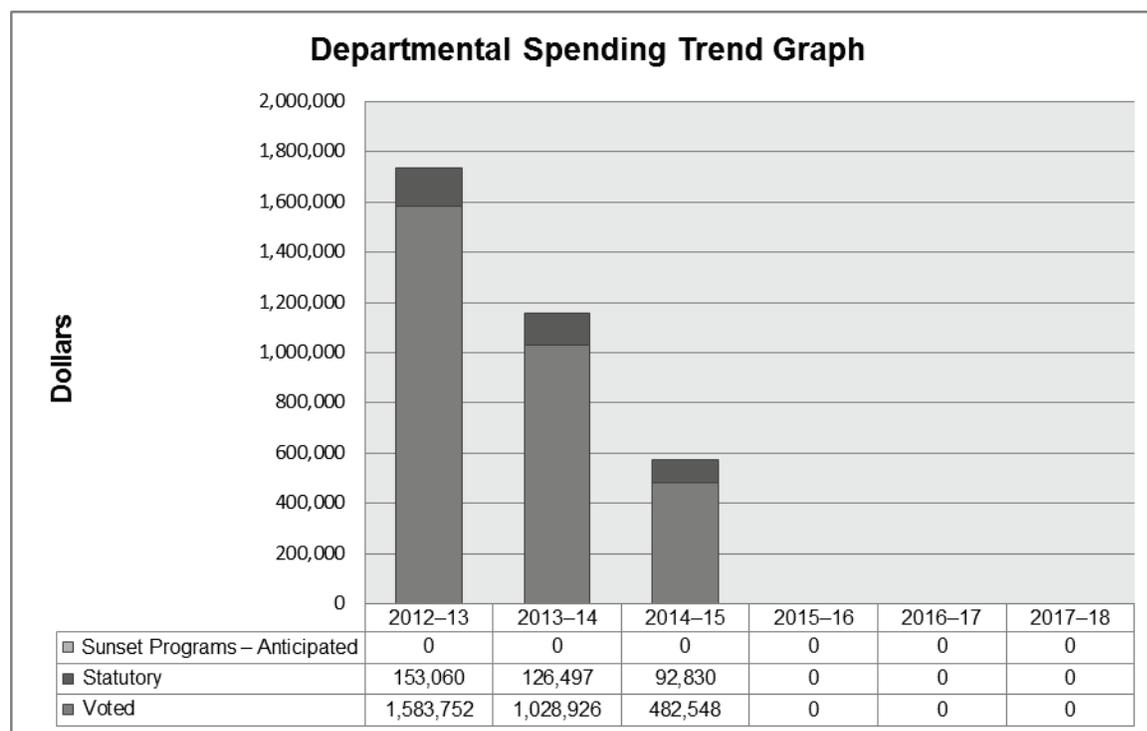
Strategic Outcome	Program	Spending Area	Government of Canada Outcome	2014–15 Actual Spending
Open, fair, transparent and expeditious hearings related to the Tribunal's jurisdiction	Process Cases	Economic Affairs	A fair and secure marketplace	575,378

Total Spending by Spending Area (dollars)

Spending Area	Total Planned Spending	Total Actual Spending ¹
Economic affairs	2,328,947	575,378
Social affairs	-	-
International affairs	-	-
Government affairs	-	-

¹ The total actual spending is up to and including October 31, 2014 only. The free balance of the appropriations was transferred to the ATSSC on November 1, 2014.

Departmental Spending Trend



The fluctuation in spending since 2012-13 and future planned spending can be explained by the following two events:

1. In 2014-15, lower program expenses are mainly due to a case of the Tribunal held in abeyance until a decision from the Federal Court of Appeal and the Supreme Court of Canada are issued. However, this could only be a deferral of expenses should the cases before the higher courts result in a redetermination of some of the Tribunal's decisions.
2. The Registry's actual spending for 2014-15 is for the period of April 1 to October 31, 2014 as the Registry transferred its human and financial resources to the ATSSC on November 1, 2014.

Expenditures by Vote

For information on the Registry of the Competition Tribunal's organizational voted and statutory expenditures, consult the *Public Accounts of Canada 2015*,ⁱⁱⁱ which is available on the Public Works and [Government Services Canada website](#).^{iv}

Section II: Analysis of Program by Strategic Outcome

Strategic Outcome:

Open, fair, transparent and expeditious hearings related to the Tribunal's jurisdiction

Program 1.1: Process Cases

Description

The Registry of the Competition Tribunal's main program activity is to process cases by providing the public with efficient access to case documents and decisions, as well as with efficient hearing support services.

The Tribunal hears cases and the Registry manages the material for the cases heard by the Tribunal under Part VII.1 (Deceptive Marketing Practices) and Part VIII (which includes Restrictive Trade Practices) of the *Competition Act*.

Budgetary Financial Resources (dollars)

2014–15 Main Estimates	2014–15 Planned Spending	2014–15 Total Authorities Available for Use ¹	2014–15 Actual Spending (authorities used)	2014–15 Difference (actual minus planned)
1,758,980	1,758,980	358,825	348,825	(1,410,155)

Human Resources (FTEs)]

2014–15 Planned	2014–15 Actual ²	2014–15 Difference ³ (actual minus planned)
6.25	3.5	(2.75)

¹ The reduction in the Total Authorities Available for use is a result of the coming into force of the ATSSC on November 1, 2014, whereas unspent resources were deemed to have been transferred to the ATSSC.

² The actual FTE figures have been pro-rated to reflect the 7 months of operations of the Registry.

³ The difference between the planned and actual FTE complement is mainly the result of the transfer to the ATSSC on November 1, 2014.

Performance Results

Expected Results	Performance Indicators	Targets	Actual Results
Excellent client service and efficient processing of documents and cases	On a scale of 1 to 10, client satisfaction of at least 8 with respect to services offered by the Registry.	80 % of clients report “excellent” levels of satisfaction	Client Satisfaction Surveys were historically sent to parties of the case the Tribunal heard during the year. With the coming into force of the ATSSC on November 1, 2014, Client Satisfaction Surveys were not pursued during the reporting period.
	Percentage of documents received posted on the website within 2 business days of receipt	80 % of documents posted	All documents (100%) were posted within 24 hours of receipt of confirmation that the documents did not contain confidential information.
	Average direct cost of processing cases	Baseline to be established at the end of fiscal year 2014–15	The cost analysis planned was deferred with the coming into force of the ATSSC on November 1, 2014.

Performance Analysis and Lessons Learned

There were more decisions rendered in the 7 months covered in this report compared to decisions rendered in fiscal year 2013-14. From a prorated basis, there was also a fewer number of proceedings filed during the reporting period. The Registry can only react to the adjudicative process and provide the required support when cases are ready to be heard.

Number of Proceedings	1 April – 31 Oct 2014	2013-14
Number of proceedings filed	2	11
Number of proceedings completed	2	11
Number of proceedings filed from previous years and still ongoing	4	4
Number of decisions rendered	17	14

Internal Services

Description

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are Management and Oversight Services, Communications Services, Legal Services, Human Resources Management Services, Financial Management Services, Information Management Services, Information Technology Services, Real Property Services, Materiel Services, Acquisition Services, and Travel and Other Administrative Services. Internal Services include only those activities and resources that apply across an organization and not those provided to a specific program.

Budgetary Financial Resources (dollars)

2014–15 Main Estimates	2014–15 Planned Spending	2014–15 Total Authorities Available for Use ¹	2014–15 Actual Spending (authorities used)	2014–15 Difference (actual minus planned)
586,326	586,326	226,553	226,553	(359,773)

Human Resources (FTEs)

2014–15 Planned	2014–15 Actual ²	2014–15 Difference ³ (actual minus planned)
2.75	1.2	(1.55)

Performance Analysis and Lessons Learned

The sharing of resources between organizations provided staff with professional development opportunities, as well as a greater number of career advancement opportunities. In addition, the personnel of the Registry supporting key internal services not only maintained the operations for the conduct of the Tribunal but dedicated much of their time to ensuring a successful transition to the ATSSC.

¹ The reduction in the Total Authorities Available for use is a result of the coming into force of the ATSSC on November 1, 2014, whereas unspent resources were deemed to have been transferred to the ATSSC.

² The actual FTE figures have been pro-rated to reflect the 7 months of operations of the Registry.

³ The difference between the planned and actual FTE complement is mainly the result of the transfer to the ATSSC on November 1, 2014.

Section III: Supplementary Information

Financial Statements Highlights

Condensed Statement of Operations (unaudited)
For the 7-Month Period Ended October 31, 2014
(dollars)

Financial Information	2014–15 Planned Results	2014–15 Actual	2013–14 Actual	Difference (2014–15 actual minus 2014–15 planned)	Difference (2014–15 actual minus 2013–14 actual)
Total expenses	3,184,043	949,485	1,784,652	(2,234,558)	(835,167)
Total revenues	-	-	-	-	-
Net cost of operations before government funding and transfers	3,184,043	949,485	1,784,652	(2,234,558)	(835,167)

Condensed Statement of Financial Position (unaudited)
As at October 31, 2014
(dollars)

Financial Information	2014–15	2013–14	Difference (2014–15 minus 2013–14)
Total net liabilities	158,390	117,319	41,071
Total net financial assets	88,018	43,613	44,405
Departmental net debt	70,372	73,705	(3,333)
Total non-financial assets	65,210	76,915	(11,705)
Departmental net financial position	(5,162)	3,210	(8,372)

Financial Statements

Financial statements are available on the [website](#)^v of the Competition Tribunal.

Supplementary Information Tables

The supplementary information table listed in the *2014–15 Departmental Performance Report* is available on the [Competition Tribunal’s website](#).^{vi}

- [Internal Audits and Evaluations](#)^{vii}

This is the final *Departmental Performance Report* of the Registry of the Competition Tribunal and covers the period April 1, 2014 to October 31, 2014. For information on the ATSSC’s performance in supporting the Competition Tribunal from November 1, 2014 to March 31, 2015, please visit the [ATSSC website](#).^{viii}

Tax Expenditures and Evaluations

The tax system can be used to achieve public policy objectives through the application of special measures such as low tax rates, exemptions, deductions, deferrals and credits. The Department of Finance Canada publishes cost estimates and projections for these measures annually in the [Tax Expenditures and Evaluations](#)^{ix} publication. The tax measures presented in the Tax Expenditures and Evaluations publication are the responsibility of the Minister of Finance.

Section IV: Organizational Contact Information

Registrar
Competition Tribunal
Thomas D'Arcy McGee Building
600-90 Sparks Street
Ottawa, ON K1P 5B4
Telephone: 613-957-3172
Facsimile: 613-957-3170

Email: tribunal@ct-tc.gc.ca
Website: www.ct-tc.gc.ca^x

Appendix: Definitions

appropriation (*crédit*): Any authority of Parliament to pay money out of the Consolidated Revenue Fund.

budgetary expenditures (*dépenses budgétaires*): Includes operating and capital expenditures; transfer payments to other levels of government, organizations or individuals; and payments to Crown corporations.

Departmental Performance Report (*rapport ministériel sur le rendement*): Reports on an appropriated organization's actual accomplishments against the plans, priorities and expected results set out in the corresponding Report on Plans and Priorities. These reports are tabled in Parliament in the fall.

full-time equivalent (*équivalent temps plein*): Is a measure of the extent to which an employee represents a full person-year charge against a departmental budget. Full-time equivalents are calculated as a ratio of assigned hours of work to scheduled hours of work. Scheduled hours of work are set out in collective agreements.

Government of Canada outcomes (*résultats du gouvernement du Canada*): A set of 16 high-level objectives defined for the government as a whole, grouped in four spending areas: economic affairs, social affairs, international affairs and government affairs.

Management, Resources and Results Structure (*Structure de la gestion, des ressources et des résultats*): A comprehensive framework that consists of an organization's inventory of programs, resources, results, performance indicators and governance information. Programs and results are depicted in their hierarchical relationship to each other and to the Strategic Outcome(s) to which they contribute. The Management, Resources and Results Structure is developed from the Program Alignment Architecture.

non-budgetary expenditures (*dépenses non budgétaires*): Includes net outlays and receipts related to loans, investments and advances, which change the composition of the financial assets of the Government of Canada.

performance (*rendement*): What an organization did with its resources to achieve its results, how well those results compare to what the organization intended to achieve and how well lessons learned have been identified.

performance indicator (*indicateur de rendement*): A qualitative or quantitative means of measuring an output or outcome, with the intention of gauging the performance of an organization, program, policy or initiative respecting expected results.

performance reporting (*production de rapports sur le rendement*): The process of communicating evidence-based performance information. Performance reporting supports decision making, accountability and transparency.

planned spending (*dépenses prévues*): For Reports on Plans and Priorities (RPPs) and Departmental Performance Reports (DPRs), planned spending refers to those amounts that receive Treasury Board approval by February 1. Therefore, planned spending may include amounts incremental to planned expenditures presented in the Main Estimates.

A department is expected to be aware of the authorities that it has sought and received. The determination of planned spending is a departmental responsibility, and departments must be able to defend the expenditure and accrual numbers presented in their RPPs and DPRs.

plan (*plan*): The articulation of strategic choices, which provides information on how an organization intends to achieve its priorities and associated results. Generally a plan will explain the logic behind the strategies chosen and tend to focus on actions that lead up to the expected result.

priorities (*priorité*): Plans or projects that an organization has chosen to focus and report on during the planning period. Priorities represent the things that are most important or what must be done first to support the achievement of the desired Strategic Outcome(s).

program (*programme*): A group of related resource inputs and activities that are managed to meet specific needs and to achieve intended results and that are treated as a budgetary unit.

Program Alignment Architecture (*architecture d'alignement des programmes*): A structured inventory of an organization's programs depicting the hierarchical relationship between programs and the Strategic Outcome(s) to which they contribute.

Report on Plans and Priorities (*rapport sur les plans et les priorités*): Provides information on the plans and expected performance of appropriated organizations over a three-year period. These reports are tabled in Parliament each spring.

result (*résultat*): An external consequence attributed, in part, to an organization, policy, program or initiative. Results are not within the control of a single organization, policy, program or initiative; instead they are within the area of the organization's influence.

statutory expenditures (*dépenses législatives*): Expenditures that Parliament has approved through legislation other than appropriation acts. The legislation sets out the purpose of the expenditures and the terms and conditions under which they may be made.

Strategic Outcome (*résultat stratégique*): A long-term and enduring benefit to Canadians that is linked to the organization's mandate, vision and core functions.

sunset program (*programme temporisé*): A time-limited program that does not have an ongoing funding and policy authority. When the program is set to expire, a decision must be made whether to continue the program. In the case of a renewal, the decision specifies the scope, funding level and duration.

target (*cible*): A measurable performance or success level that an organization, program or initiative plans to achieve within a specified time period. Targets can be either quantitative or qualitative.

voted expenditures (*dépenses votées*): Expenditures that Parliament approves annually through an Appropriation Act. The Vote wording becomes the governing conditions under which these expenditures may be made.

whole-of-government framework (*cadre pangouvernemental*): Maps the financial contributions of federal organizations receiving appropriations by aligning their Programs to a set of 16 government-wide, high-level outcome areas, grouped under four spending areas.

Endnotes

- i. *Competition Tribunal Act*, <http://laws-lois.justice.gc.ca/eng/acts/C-34/>
- ii. Whole-of-government framework, <http://www.tbs-sct.gc.ca/ppg-cpr/frame-cadre-eng.aspx>
- iii. *Public Accounts of Canada 2015*, <http://www.tpsgc-pwgsc.gc.ca/recgen/cpc-pac/index-eng.html>
- iv. Public Works and Government Services Canada website, <http://www.tpsgc-pwgsc.gc.ca/recgen/cpc-pac/index-eng.html>
- v. Financial Statements, <http://www.ct-tc.gc.ca/ResourcesRessources/DepartmentalReports-eng.asp>
- vi. Supplementary Information Table, <http://www.ct-tc.gc.ca/ResourcesRessources/DepartmentalReports-eng.asp>
- vii. Internal audits and evaluation, <http://www.ct-tc.gc.ca/ResourcesRessources/DepartmentalReports-eng.asp>
- viii. Administrative Tribunal Support Service of Canada, <http://www.canada.ca/en/gov/dept/atssc/>
- ix. Government of Canada Tax Expenditures, <http://www.fin.gc.ca/purl/taxexp-eng.asp>
- x. Competition Tribunal website, <http://www.ct-tc.gc.ca/>