



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

Employment and Social
Development Canada
2022 to 2023



**Annual Report on the Administration of the Access to Information Act, Employment and
SDOial Development Canada, 2022 to 2023**

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Executive Summary

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

As a federal institution, ESDC is subject to the Access to Information Act. The Department is pleased to submit this report as part of the legislative requirements of the Act, which describes ESDC’s performance as related to access to information and progress in delivering modern, open and transparent government operations.

The results achieved reflect ongoing efforts by the Department to provide service excellence for Canadians by continuing to focus on service transformation via improvements to technology, capacity and training.

Overview of Results

Results in fiscal year 2022 to 2023 show ESDC returned to its previous levels of performance. In the wake of the COVID-19 pandemic, the Department continued to adapt to changes brought by a hybrid work environment, significant resourcing challenges, and an expanded digital environment. Of note, the volume of both access requests and privacy requests reached record highs in fiscal year 2022 to 2023, with a total of 20,964 Privacy Act requests, up from 17,695 the previous year, while the volume of pages processed similarly increased to 1.84 million pages. The comparable figures for Access to Information Act requests follow in the bullets below.

The following is a high-level overview of the Department's key access to information results during the reporting period:

- 1,930 requests were received, a significant increase of 66% from the previous year;
- Requests completed within legislated timelines increased again from the previous year from 84% to 94%;
- Pages processed declined by 45% to 51,468;
- All mandated proactive disclosure requirements were met;
- 19 Office of the Information Commissioner of Canada (OIC) investigations were determined to be well founded, representing 1.0% of all active requests received in the year;
- 9,503 ESDC employees were trained in the mandatory Stewardship of Information and Workplace Behaviours (SIWB) course; and
- 8,829 employees completed the mandatory online course Access to Information and Privacy (ATIP): It's Everybody's Business.

The detailed results that follow help to illustrate the Department's ongoing commitment to open and transparent government, as a foundation of our democratic system. The actions taken to support these principles contribute to building the modern, effective, and good government that Canadians expect and deserve. Continued increases in the numbers of both access and privacy requests demonstrate that the Department will need to continue modernization of program delivery. Enhancements to digital channels, enabling clients to access their personal information directly, as well as proactive disclosure of institutional information, will allow for streamlined client service and for further improvements in Access to Information and Privacy (ATIP) processing time.

1. Introduction

Presentation of the Report

ESDC is pleased to present to Parliament its annual report for the 2022–23 fiscal year. Section 94 of the Access to Information Act requires the head of a federal institution to submit an annual report to Parliament on the administration of the Act.

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

About ESDC

ESDC is the Government of Canada department responsible for developing, managing, and delivering social programs and services. Its mission is to build a stronger and more inclusive Canada, support Canadians in helping them have productive and rewarding lives and improve their quality of life. ESDC includes 2 major entities: the Labour Program and Service Canada.

The Department is responsible for a wide range of programs and services that affect Canadians throughout their lives. It provides seniors with basic income security, supports unemployed workers, helps students finance their post-secondary education, and aids parents in raising young children. The Labour Program contributes to social and economic well-being by fostering safe, healthy, fair, and inclusive work environments and cooperative workplace relations under federal jurisdiction. Service Canada engages with millions of Canadians each year to provide a range of government services and information online, by phone, and in person.

ESDC is responsible for the design and delivery of many of the most well-known Government of Canada programs and services, such as:

- Old Age Security;
- Canada Pension Plan;
- Employment Insurance;
- Canada Student Grants and Loans and Canada Apprentice Loans program;
- Canada Education Savings Program;
- Wage Earner Protection Program; and
- Passport Services.

For the fiscal year 2022 to 2023, ESDC's planned expenditures on programs and services totalled \$89.2 billion. Of that amount, \$87.6 billion was allocated to benefit Canadians directly through statutory payment, grant and contribution programs.

About the Access to Information Act

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

ESDC is committed to delivering on its legislative obligations.

2. Organizational Structure

Corporate Secretary and Chief Privacy Officer


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

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

Access to Information and Privacy Operations Division

ATIP Operations Division

The ATIP Operations Division carries out the Department's legislated requirements under the Access to Information Act and the privacy request components of the Privacy Act. It leads and advises on the processing of all ESDC requests under the Access to Information Act, performs line-by-line reviews of records requested under the Access to Information Act and the Privacy Act, and delivers training and awareness sessions to departmental employees on the administration of the acts. The Director of ATIP Operations is ESDC's designated ATIP Coordinator. Approximately 39 ATIP Operations employees were dedicated to processing requests in 2022 to 2023, a 13% reduction from the previous year. This is evidence of capacity constraints with respect to resourcing efforts, despite which the team achieved an improved rate of compliance while also receiving more requests.



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

In addition to processing requests under the Access to Information Act, ATIP Operations contributed to other departmental activities. For instance, ATIP Operations staff frequently reviewed departmental material for proactive disclosure (for example, contracts, position reclassification, travel and hospitality expenses), informal requests (for example, audits and administrative investigations) and Open Government publications (for example, datasets) to identify sensitivities, such as personal information and cabinet confidences. While these activities are not accounted for within this report's statistical information, such activities are an important and growing part of strengthening transparency and accountability.

The COVID-19 pandemic prompted the Department to transition, ever more efficiently, to new electronic processes, including epost and the use of digital signatures. These changes, among others, have contributed to the continued improved compliance rates in the last 2 years.

Regional privacy operations

The regional branches play an important role in fulfilling the Department's responsibilities. During the 2022 to 2023 fiscal year, there were approximately 61 employees in the regions who processed ATIP files. A network of liaison officers and managers within the branches in each region support the processing of privacy requests, as well as providing expert advice and guidance directly to program areas with support from the ATIP Operations Division.

Privacy Management Division

PMD is ESDC's centre for privacy policy expertise and is the Department's focal point for privacy advice. PMD leads the horizontal implementation of departmental privacy policies and initiatives, conducts risk analyses, including PIAs, and gives privacy compliance guidance. In doing so, the Division incorporates a privacy by design approach that integrates privacy considerations in the early stages of new programs, projects, and initiatives. It also supports the preparation of information-sharing agreements and contracts. The Division responds to court and law enforcement requests for documents, administers public interest disclosures, plays a key role in the management and prevention of privacy breaches, and supports privacy training and awareness activities. Also, PMD provides strategic privacy policy and analytical advice to the Chief Privacy Officer, and ESDC's senior leaders.

The Division is organized into 4 functional groups consisting of a privacy policy and risk management unit, a privacy compliance and advisory services unit, an incident management and legislative disclosures unit, and a small strategic advisory and planning team. At the end of the 2022 to 2023 fiscal year, PMD had 39 employees. Consultants totalling an equivalent of 1.1 person years were engaged during the reporting period.

Service Agreement with the Canadian Accessibility Standards Development Organization

ESDC has a memorandum of understanding to provide ATIP services for the Canadian Accessibility Standards Development Organization, an independent departmental corporation in the Department's portfolio. This organization, established under the *Accessible Canada Act*, is mandated to help realize a Canada without barriers on or before January 1, 2040.

3. Delegations

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

The Minister of ESDC is responsible for the purposes of the Access to Information Act, and the Department's enabling legislation, the Department of Employment and Social Development Act.

The approved Delegation Order that was in effect on March 31, 2023, is reproduced in Annex A. A new delegation order incorporating organizational changes in ESDC is anticipated during the 2023 to 2024 fiscal year.

4. Policies, Guidelines, Procedures and Initiatives

Access to Information Activities and Initiatives

ESDC continued its ATIP modernization initiative by implementing digital solutions as the Department continued to move to a paperless office environment. In 2022 to 2023, the modernization initiative focussed on improving client service through identifying efficiencies in the processing of access to information and privacy access requests. This renewal exercise remains a priority and is expected to continue to enhance operational effectiveness. The Department is targeting some of these solutions to take effect in fiscal year 2023 to 2024.

5. Performance Reporting

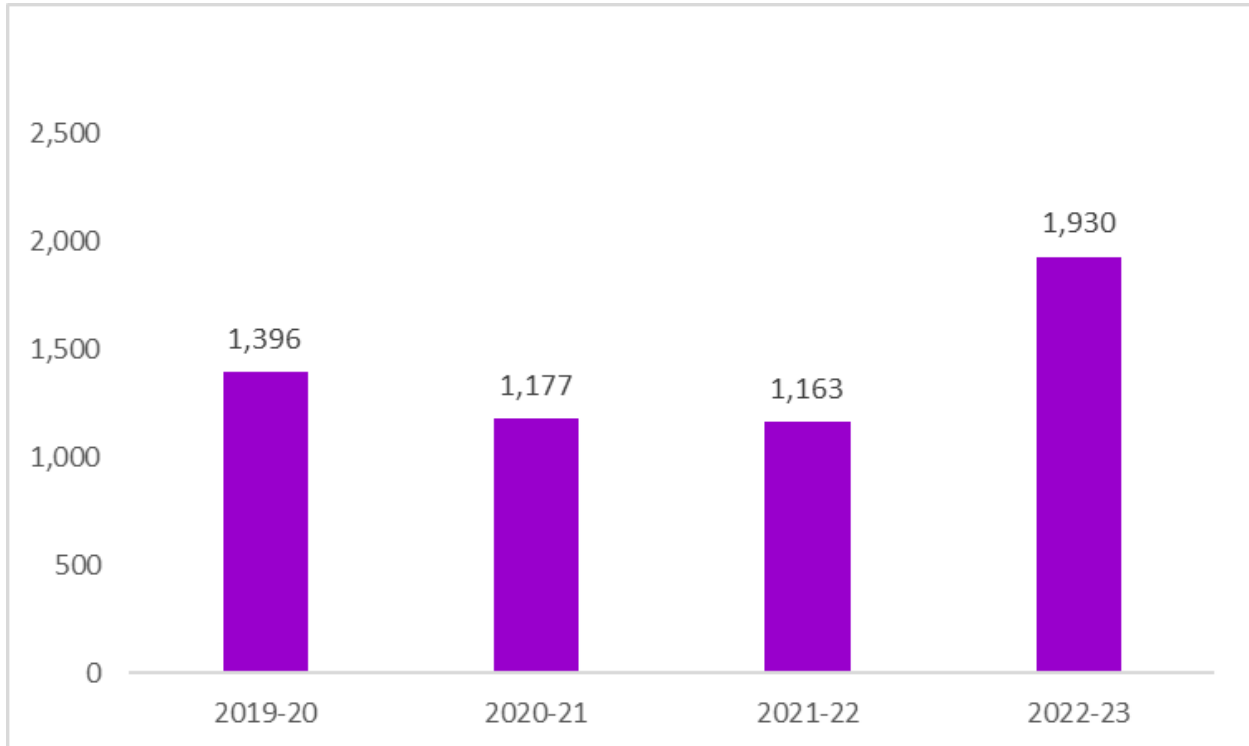
The following section provides key statistics and analysis on ESDC's accomplishments in the previous 4 fiscal years and how the Department contributed to the Government's agenda in terms of access to information. Table 1, Figures 3 and 4 display a 4-year comparison to highlight *Access to Information Act* performance trends. Detailed statistical reports for the Act are found in Annex C.

This year, the number of requests received, and the compliance rate increased significantly from the previous year; the compliance rate is about the same as that typically achieved before the pandemic.

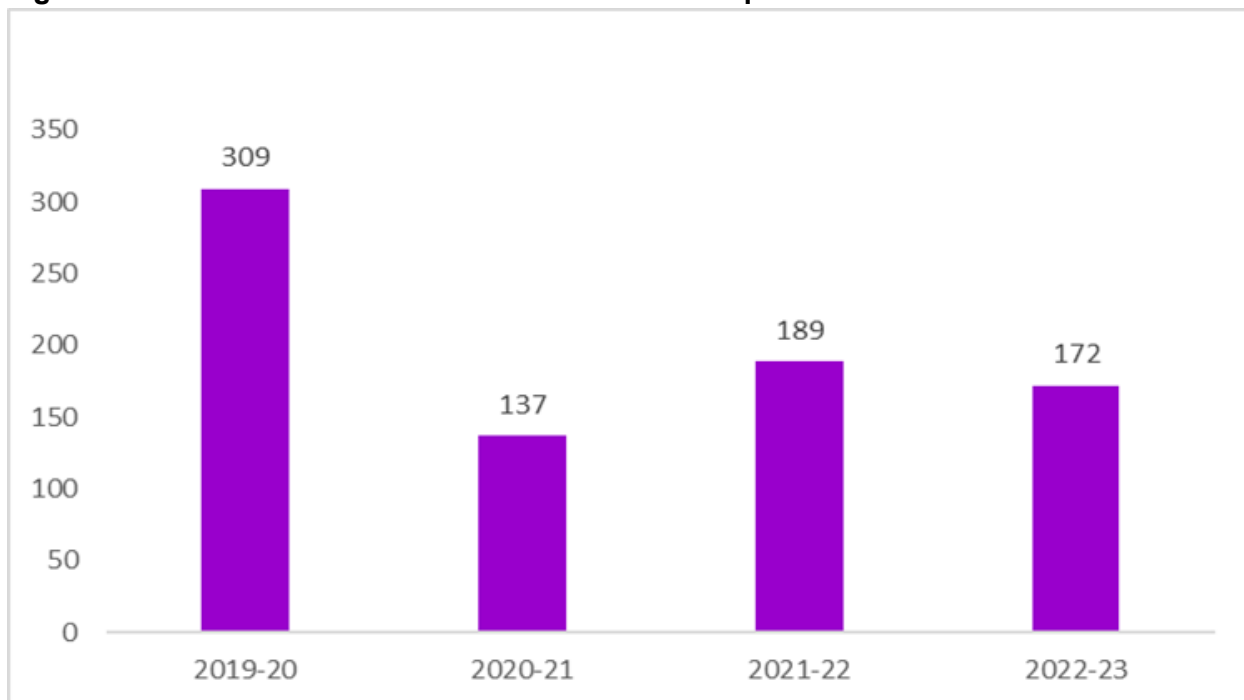
Requests and Consultations: Total Volume

ESDC experienced a significant increase (66%) in access to information requests, from 1,163 requests in 2021–22 to 1,930 in 2022 to 2023.

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



In 2022 to 2023, Access to Information Consultation requests decreased slightly remaining broadly comparable with levels seen since the pandemic.

Figure 2: Access to Information Act Consultation Requests – Total Volume Received**Table 1: Summary of Requests under the Access to Information Act**

Activity	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023
Formal requests received under the Access to Information Act	1,396	1,177	1,163	1,930
Requests completed during the reporting period¹	1,302	1,234	1,176	1,786
Number of pages processed	133,982	92,080	93,092	51,468
Number of requests completed within legislated timeframes (including extensions)	1,094	772	990	1,681
Number of requests completed beyond legislated timeframes	208	462	186	289
Proportion of requests that were responded to within legislated timeframes	84%	63%	84%	94%
Complaints to the Information Commissioner	52	19	36	55

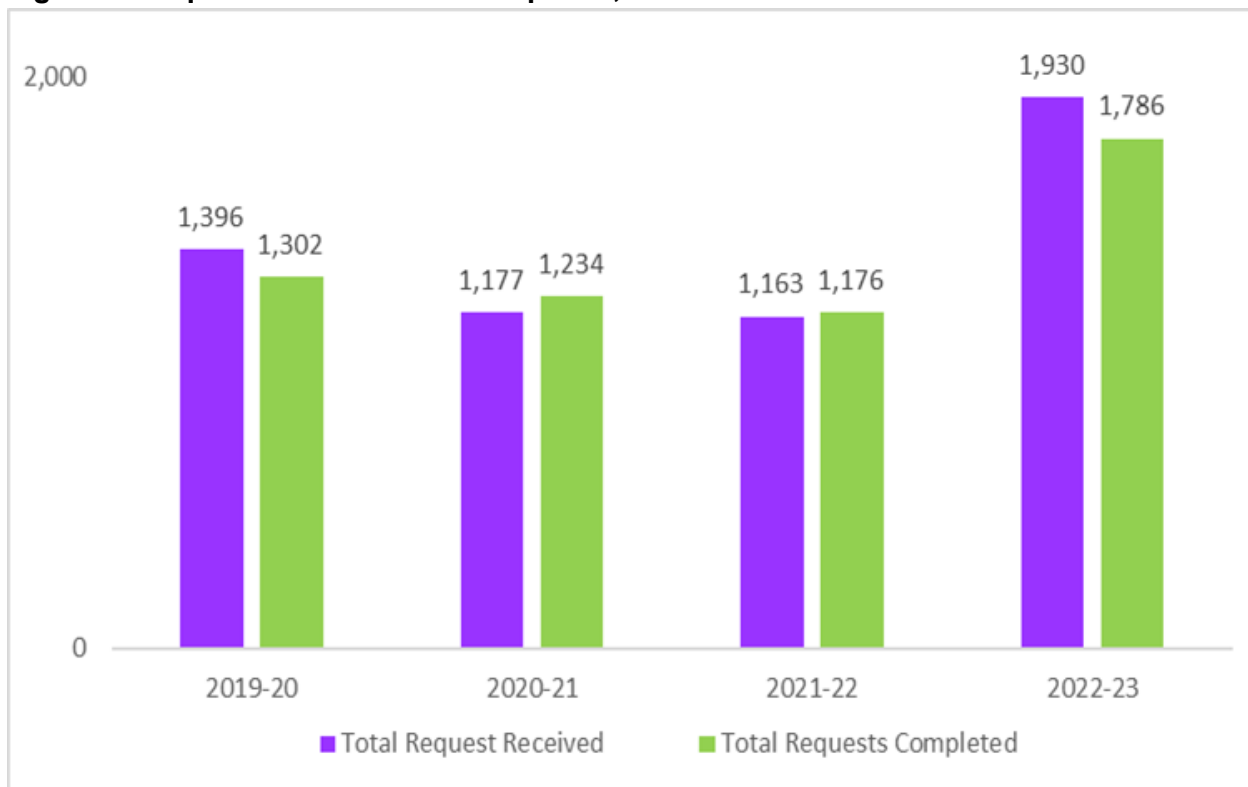
Total Requests Received and Completed

In 2022 to 2023, ESDC received 1,930 requests under the Access to Information Act, a 66% increase from the previous fiscal year, during which the Department received 1,163 requests. This reverses the trend in recent years where ESDC has observed a decrease in the number of access requests received. ESDC continues, with the consent of the client, to treat access requests as privacy requests when deemed appropriate. With respect to the volume of requests received in 2022 to 2023, 62% of ATI requests were transferred to Privacy. ATIP modernization efforts are expected to address this processing anomaly.

The number of requests closed during the reporting period showed a similar significant increase compared to the previous year, from 1,176 to 1,786 this year.

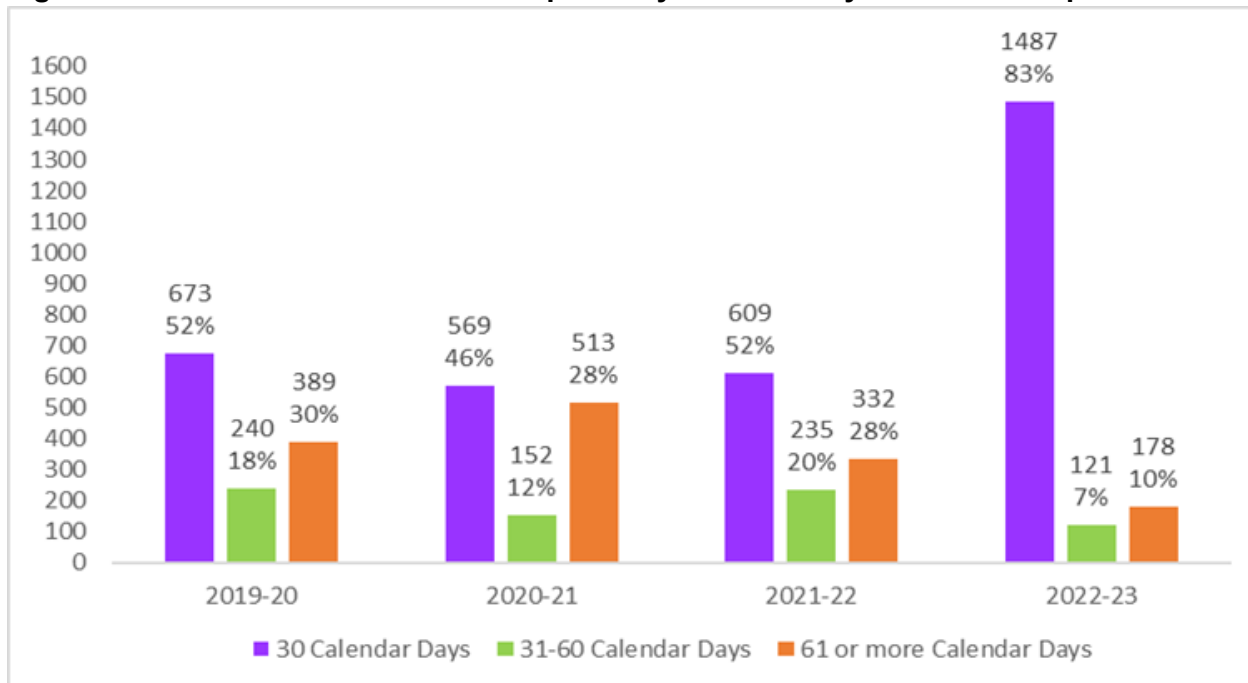
The number of complaints submitted to the Information Commissioner increased, returning to pre-pandemic levels after a period of decline. The number of complaints submitted remains low relative to the volume of requests received.

Figure 3: Requests received and completed, Access to Information Act



Requests by Calendar Days taken to Complete

ESDC processed 83% (1,487) of all requests received (1,786) under the Access to Information Act within 30 days of receipt, an increase on the previous fiscal year's level of 51%.

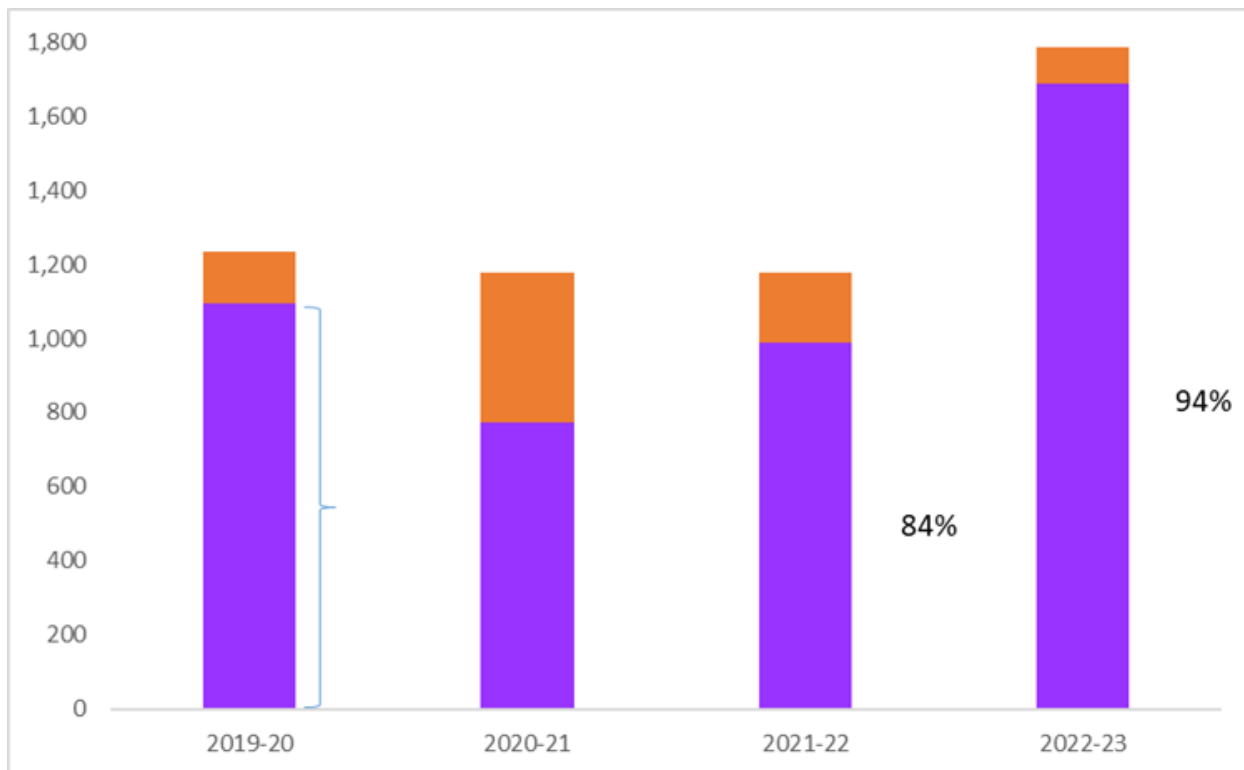
Figure 4: Access to Information Act requests by calendar days taken to complete

Timeframes

The Department met legislated timelines for 1,686 requests, a compliance rate of 94%. This represents a further increase compared to the previous year. In addition, the Department continued to reduce the number of requests outstanding from the previous reporting period (the backlog) from 358 in 2021–22, to 286 in 2022 to 2023.

ESDC was unable to meet legislated timelines for 100 requests during the fiscal year, a significant decrease compared to the previous year. Institutions may apply for an extension beyond the original 30-day statutory timeframe in cases where meeting the statutory date is not feasible due to the volume of pages to be processed, where consultation is required that could not reasonably be conducted within the initial 30 days, or where notice is given to a third party. During the 2022 to 2023 fiscal year, ESDC requested 251 extensions. Requesters were notified of delays.

Figure 5: Number of requests processed within and beyond legislated timeframes, Access to Information Act



Timeframe Monitoring

Except in certain circumstances, which allow for extensions, the Access to Information Act contains a statutory timeline of 30 calendar days to respond to requests. Given the legislated timeframes and ESDC’s commitment to respecting both the letter and spirit of the Access to Information Act, an established process and defined responsibilities are followed as outlined in table 2.

Table 2: ESDC’s Timeframe Monitoring – Goal-Based Strategies to Respect ESDC’s Process and Commitments

Roles and Responsibilities	Description
Retrieval of Relevant Records and Formulation of Recommendations	Once a request is received, it is tasked to the relevant branches and/or regions and the Offices of Primary Interest. The Offices of Primary Interest have 8 working days to retrieve all responsive records and present them, along with any recommendations, to ATIP Operations.

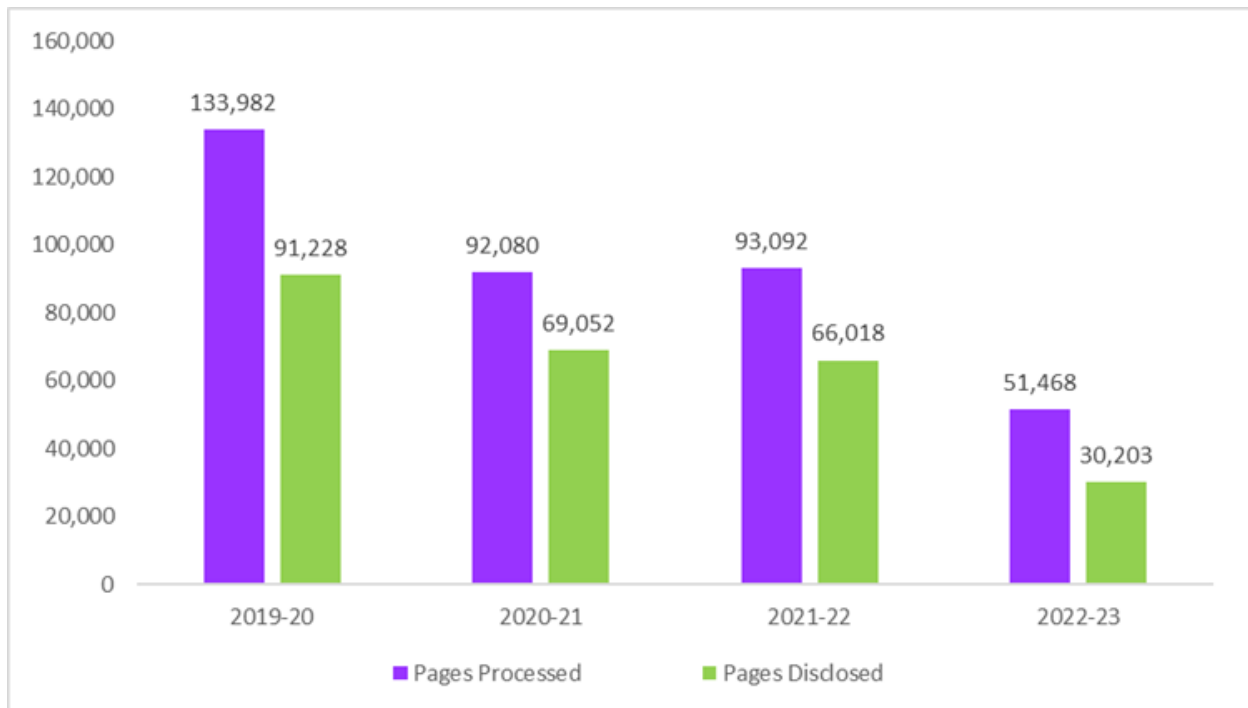
<p>Line-by-line Review of the Responsive Records</p>	<p>ATIP Operations has 8 working days to complete a thorough line-by-line review of the records and to invoke any applicable exemptions and/or exclusions.</p>
<p>Advance Release Notice</p>	<p>Key stakeholders receive a notification that the release package has been posted electronically on a secure internal website at least 4 working days prior to the scheduled release date. This mechanism allows all implicated parties to provide final comments prior to release.</p>

In support of timeframe monitoring, ATIP Operations provides weekly and quarterly reporting to senior management and the ministerial level. These reports continue to help branches and regions monitor their access to information requests, identifies quickly where any systemic issues may be, and allows for swift implementation of solutions.

Pages Processed and Disclosed

During the reporting period, the Department experienced a 45% decrease in the total number of pages of documents processed, and a 54% decrease in the number of pages disclosed for requests under the Access to Information Act (Figure 6).

Figure 6: Number of pages processed, and number of pages disclosed, Access to Information Act



Source of requests made under the Access to Information Act

During the 2022 to 2023 fiscal year, the most common source of requests under the Access to Information Act was from the general public (1,007), followed by the business and private sector (557), with media requests (74) falling significantly from previous years.

Table 3: Sources – Number of Requests and Percentage of Total Requests

Source	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023
Media	584 (42%)	335 (29%)	134 (12%)	74 (4%)
Academia	28 (2%)	46 (4%)	23 (2%)	41 (2%)
Business/Private Sector	315 (22%)	264 (22%)	388 (33%)	557 (29%)
Organization	50 (4%)	62 (5%)	79 (7%)	84 (4%)
Public	374 (27%)	321 (27%)	439 (38%)	1,007 (52%)
Decline to Identify	45 (3%)	149 (13%)	100 (9%)	167 (9%)

Exemptions and Exclusions

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

Exemptions

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

The following table 4 outlines the most frequently invoked exemptions during the past 4 fiscal years. Due to the nature of ESDC's mandate, most of the information under the Department's control contains personal information about individuals and must be withheld under the mandatory exemptions set out in section 19 (Personal Information) unless certain conditions are met. Section 21 (Advice) was another frequently applied exemption for the

2022 to 2023 fiscal year and continued to represent an important percentage of the total. Of note, section 16 (Law enforcement and investigations) increased during the period. This was primarily due to protections afforded to government cell phone information.

Table 4: Number of Requests and Percentage of Total Exemptions*

Section	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023
s. 19 - Personal information	249 (23%)	180 (21%)	182 (20%)	133 (22%)
s. 16 - Law enforcement and investigations	127 (12%)	89 (10%)	124 (14%)	165 (28%)
s. 20 - Third-party information	180 (17%)	119 (14%)	118 (13%)	65 (11%)
s. 21 - Advice and recommendations	300 (28%)	266 (31%)	310 (34%)	151 (25%)
s. 24 - Statutory prohibitions against disclosure	75 (7%)	49 (6%)	55 (6%)	37 (6%)

- * Figures are rounded for readability purposes

Exclusions

The Access to Information Act does not apply to information that is already publicly available, such as government publications (section 68) and confidences of the King's Privy Council for Canada (section 69), which require consultation with the Department of Justice. During the 2022 to 2023 fiscal year, ESDC excluded records based on section 68 for 4 requests and for section 69 for 52 requests.

Consultations received from other Government of Canada Institutions and Other Organizations

In 2022 to 2023, ESDC received 172 (9,468 pages) external consultation requests from other Government of Canada institutions and organizations. This represents a decrease compared to the previous fiscal year (189), as well as a proportionally smaller decrease in the number of pages reviewed compared to the 2021 to 2022 fiscal year (10,450).

The Department closed 134 requests for consultations, of which 51 were completed within 30 days. The vast majority (82 or 61%) of those completed resulted in a recommendation to disclose the records in their entirety, and 41 (31%) recommended to disclose in part.

Table 5: Consultation Requests Received from Other Government of Canada Institutions and Other Organizations – Access to Information Act

Types of consultation	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023
Consultations requests received under the Access to Information Act	309	137	189	172
Pages reviewed under the Access to Information Act	10,823	7,230	10,450	9,468
Access to Information Act Requests for Consultations closed	291	155	191	134
Access to Information Act Requests for Consultations closed within 30 days	170	24	90	51

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

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

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

General fees information

Table 6 provides information on the fees for processing requests filed under the Access to Information Act.

Table 6: Information on fees for Processing Requests Filed under the Access to Information Act

Category	Details
Fee-setting authority	Access to Information Act
Fee Amount	\$5
Service standard	Response provided within 30 days following receipt of a request; the response time may be extended pursuant to section 9 of the Access to

	Information Act. Notice of extension is to be sent within 30 days after receipt of the request.
Performance results	<ul style="list-style-type: none"> • Total requests received: 1,930 • Total requests completed: 1,786 • Requests responded to within 30 days: 1,487 • Requests completed within prescribed time limits of extensions: 1,686 • Requests responded to after deadline: 100 • Statutory deadline met 94% of the time
Other information	In accordance with the Interim Directive on the Administration of the Access to Information Act, issued on May 5, 2016, and the changes to the Access to Information Act that came into force on June 21, 2019, ESDC waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations.

Table 7 is a summary of the financial information for all Access to Information Act fees under the Department's authority.

Table 7: Financial information (dollars)

2021 to 2022 Revenue	2022 to 2023 Revenue	2022 to 2023 Total Cost of Operating the Program ⁴	2022 to 2023 Remissions ⁵
\$4,660.00	\$ 8,510.00	\$2,595,238	\$1,140

6. Complaints, Investigations and Court Actions

Individuals are entitled under the Access to Information Act to file a complaint related to their request for a record with the OIC.

During the reporting period, the Department was notified of 55 complaints by the OIC, an increase on the previous year's figure. As with much of the data in this report, the number of complaints notified has returned to the level typically seen in pre-pandemic years. The Commissioner closed 51 complaints and determined 19 to be well founded, the vast majority of which related to time delays. There were no court actions during the reporting period. Please refer to table 8 for more information about the complaints.

Table 8: Complaints, Investigations and Court Actions, 2021 to 2022

Detail	Access to Information Act
Complaints	

Total complaints received	44
• Denied access	16
• Unreasonable time extension	2
• Processing delays	23
• Improperly applied exemptions	2
• Collection	1
• Use and disclosure / Retention and disposal	NA
Investigations	
Total findings received	36
• Well founded	19
• Not well founded	4
• Complaints resolved during investigation	9
• Discontinued	4
Court Actions	
Number of court actions	0

- Note: The total number of notifications of complaints received and the total number of investigations with findings received will not necessarily be the same in a given fiscal year. Investigations could relate to complaints that were received by the Office of the Privacy Commissioner of Canada in a fiscal year before the 2022 to 2023 reporting period.

7. Training and Awareness Activities

Access to Information Training

ESDC has a comprehensive mandatory training program to increase knowledge and awareness of the stewardship of information. All employees are required to maintain valid certification in the Stewardship of Information and Workplace Behaviours course (SIWB), which addresses access to information, information management, privacy, how to handle personal information, security and values and ethics. The course is a component of the Department’s Essential Training

Curriculum and is delivered online. At the end of the reporting period, 9,503 employees achieved SIWB certification over the fiscal year, which is valid for 2 years. There were 33,453 employees certified in 2021 to 2022. Further, new ATIP staff and more junior ATIP employees can access the new Access to Information and Privacy Community Development Office “Introduction to ATIP” course.

In addition to SIWB certification, ESDC provided additional online courses in its training catalogue that were relevant to access. The course “Access to Information and Privacy (ATIP): It’s Everybody’s Business” gives employees the knowledge required to protect, use and disclose personal information on a daily basis and teaches them to incorporate the principles of openness and transparency in their everyday work. During the last fiscal year, 8,829 employees completed the course.

New employees take the “Doing Things Right and Doing the Right Thing: Putting the Departmental Code of Conduct into Action” course, which has a significant access to information component. The course helps participants understand the application of ethical behaviour in the workplace and how to use that knowledge to guide them in their day-to-day work and decision-making, including their interactions with clients and colleagues. The course was taken by 7,137 employees during the 2022 to 2023 fiscal year.

Annex A: Delegation Orders

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

The Minister of Employment and Social Development, pursuant to section 11 of the Department of Employment and Social Development Act, hereby designates the persons, officers or employees holding the positions with Employment and Social Development set out in the schedules attached hereto, or the persons, officers or employees occupying on an acting basis those positions, to exercise the powers or perform the duties or functions of the Minister or to exercise or perform the powers, duties or function of the head of the institution, as specified in the attached schedules.

Original signed March 12, 2020 by the Honourable Carla Qualtrough, Minister of Employment and Social Development

Department of Employment and Social Development

Table 9: Access to Information Act – Delegated Authorities

Description	Section	Delegated Authority
Responsibility of government institutions	4(2.1)	<ul style="list-style-type: none"> Deputy Minister, Employment and Social Development Canada (ESDC) Deputy Minister, Labour

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

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

		<ul style="list-style-type: none"> • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Application fee waiver	11(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Language of access	12(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Access to alternate format	12(3)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Obtained in confidence	13	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour

		<ul style="list-style-type: none"> • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Federal-provincial affairs	14	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – International affairs and defence	15	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Law enforcement and investigations	16	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ

		<ul style="list-style-type: none"> • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Public Servants Disclosure Protection Act	16.5	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Safety of individuals	17	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Economic interests of Canada	18	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Economic interest of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	18.1	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary

		<ul style="list-style-type: none"> • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Personal information	19	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Third-party information	20	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Operations of Government	21	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Refuse access – Testing procedures, tests, audits	22	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour

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

		<ul style="list-style-type: none"> • Team Leader, Request Processing Unit, ATIP Operations NHQ
Severability	25	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Information to be published	26	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ <p>Team Leader, Request Processing Unit, ATIP Operations NHQ</p>
Third-party notification	27(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Third-party notification – Extension of time limit	27(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary

		<ul style="list-style-type: none"> • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Third-party notification – Notice of decision	28(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Third-party notification – Waive representations in writing	28(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Third-party notification – Disclosure of record	28(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Advising Information Commissioner of third-party involvement	33	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour

		<ul style="list-style-type: none"> • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Right to make representations	35(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ
Access given to complainant	37(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Review by Federal Court – government institution	41(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Review by Federal Court – government institution- Respondents	41(5)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada

		<ul style="list-style-type: none"> • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Notice to third party (application to Federal Court)	43(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Service or notice	43(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Notice to person who requested record	44(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Special rules for hearings	52(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
Ex parte representations (Federal Court)	52(3)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada

		<ul style="list-style-type: none"> • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ
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Table 10: Access to Information Regulations – Delegated Authorities

Description	Section	Delegated Authority
Transfer of request	6(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Search and preparation of fees	7(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Production and programming	7(3)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations NHQ • Manager, Request Processing Unit, ATIP Operations NHQ • Team Leader, Request Processing Unit, ATIP Operations NHQ
Providing access to records	8	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada

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

Annex B: Statistical Reports

Statistical Report on the Access to Information Act

Name of institution: Employment and Social Development Canada

Reporting period: 2022-04-01 to 2023-03-31

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

1.1 Number of requests

Details	Sub-total	Number of requests
Received during reporting period		1,930
Outstanding from previous reporting periods		347
<ul style="list-style-type: none"> • Outstanding from previous reporting period 	222	N/A
<ul style="list-style-type: none"> • Outstanding from more than 1 reporting period 	125	N/A
Total		2,277
Closed during reporting period		1,786

Carried over to next reporting period		491
• Carried over within legislated timeline	205	N/A
• Carried over beyond legislated timeline	286	N/A

1.2 Sources of requests

Source	Number of requests
Media	74
Academia	41
Business (private sector)	557
Organization	84
Public	1,007
Decline to identify	167
Total	1,930

1.3 Channels of requests

Source	Number of requests
Online	1,653
E-mail	84
Mail	176
In person	0
Phone	0
Fax	17
Total	1,930

Section 2: Informal requests

2.1 Number of informal requests

Details	Sub-total	Number of requests
Received during reporting period		338
Outstanding from previous reporting periods		4
<ul style="list-style-type: none"> Outstanding from previous reporting period 	2	
<ul style="list-style-type: none"> Outstanding from more than 1 reporting period 	2	
Total		342
Closed during reporting period		273
Carried over to next reporting period		69

2.2 Channels of informal requests

Source	Number of requests
Online	338
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	338

2.3 Completion time of informal requests

Completion time							
1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
139	112	2	15	2	1	2	273

2.4 Pages released informally

Less than 100 Pages released		100-500 Pages released		501-1000 Pages released		1001-5000 Pages released		More than 5000 Pages released	
Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released
0	0	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less than 100 Pages re-released		100 to 500 Pages re-released		501 to 1000 Pages re-released		1001 to 5000 Pages re-released		More than 5000 Pages re-released	
Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests	Pages re-released
202	55,617	64	16,068	2	1,296	4	6,984	1	6,425

Section 3: Applications to the Information Commissioner on declining to act on requests

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

Section 4: Requests closed during the Reporting period


4.1 Disposition and completion time

Disposition of requests	Completion time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 Days	
All disclosed	15	37	41	22	1	3	1	120
Disclosed in part	7	38	41	77	19	24	17	223
All exempted	0	0	1	2	0	0	0	3
All excluded	1	3	1	1	0	0	0	6
No records exist	107	69	31	4	0	0	0	211
Request transferred	23	3	0	0	0	0	0	26
Request abandoned	1,160	23	6	3	0	0	0	1,194
Neither confirmed nor denied	0	1	0	0	1	0	0	3
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	1,313	174	121	109	21	27	21	1,786

4.2 Exemptions

Section	Number of requests
13(1)(a)	0
13(1)(b)	0
13(1)(c)	3
13(1)(d)	0

13(1)(e)	0
14	15
14(a)	0
14(b)	0
15(1)	3
15(1) - I.A.*	0
15(1) - Def.*	0
15(1) - S.A.*	0
16(1)(a)(i)	0
16(1)(a)(ii)	0
16(1)(a)(iii)	0
16(1)(b)	6
16(1)(c)	13
16(1)(d)	1
16(2)	127
16(2)(a)	0
16(2)(b)	0
16(2)(c)	18
16(3)	0
16.1(1)(a)	0
16.1(1)(b)	0
16.1(1)(c)	0
16.1(1)(d)	0
16.2(1)	0
16.3	0



16.4(1)(a)	0
16.4(1)(b)	0
16.5	0
16.6	0
17	2
18(a)	0
18(b)	2
18(c)	0
18(d)	0
18.1(1)(a)	0
18.1(1)(b)	0
18.1(1)(c)	0
18.1(1)(d)	0
19(1)	133
20(1)(a)	1
20(1)(b)	44
20(1)(b.1)	0
20(1)(c)	16
20(1)(d)	4
20.1	0
20.2	0
20.4	0
21(1)(a)	77
21(1)(b)	67
21(1)(c)	6

21(1)(d)	1
22	2
22.1(1)	0
23	18
23.1	0
24(1)	37
26	0

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

4.3 Exclusions

Section	Number of requests
68(a)	4
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0
69(1)	0
69(1)(a)	2
69(1)(b)	0
69(1)(c)	0
69(1)(d)	5
69(1)(e)	2
69(1)(f)	1

69(1)(g) re (a)	18
69(1)(g) re (b)	0
69(1)(g) re (c)	11
69(1)(g) re (d)	6
69(1)(g) re (e)	3
69(1)(g) re (f)	3
69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
10	333	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of pages processed	Number of pages disclosed	Number of requests
51,468	30,203	1549

4.5.2 Relevant pages processed per request disposition for paper and e-record formats by size of requests

Disposition	Less than 100 pages processed		100-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed

All disclosed	113	1,352	6	2,343	0	0	1	1,691	0	0
Disclosed in part	136	3,886	68	14,855	12	8,520	7	10,973	0	0
All exempted	3	32	0	0	0	0	0	0	0	0
All excluded	6	44	0	0	0	0	0	0	0	0
Request abandoned	1,193	48	0	0	0	0	0	0	1	8,838
Neither confirmed nor denied	3	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	1,454	5,359	74	16,087	12	8,520	8	12,664	1	8,838

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less than 60 minutes processed		60 - 120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less than 60 minutes processed	60 - 120 minutes processed	More than 120 minutes processed
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	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Other	Total
All disclosed	15	0	0	15
Disclosed in part	79	3	0	82
All exempted	2	0	0	2
All excluded	1	0	0	1
Request abandoned	1	0	0	1
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0

Total	98	3	0	101
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4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Details	Quantity
Number of requests closed within legislated timelines	1,686
Percentage of requests closed within legislated timelines (%)	94.40089586

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
100	60	8	4	29

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

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	19	9	28
16 to 30 days	5	2	7
31 to 60 days	11	2	13
61 to 120 days	5	7	12
121 to 180 days	2	9	11
181 to 365 days	3	8	11
More than 365 days	9	9	18
Total	54	46	100

4.8 Requests for translation

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

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third- Party notice
		Section 69	Other	
All disclosed	32	0	22	0
Disclosed in part	105	20	46	11
All exempted	1	0	2	0
All excluded	0	0	1	0
Request abandoned	2	0	1	0
No records exist	7	0	1	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	147	20	73	11

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference with Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party notice
		Section 69	Other	
30 days or less	66	0	20	0

31 to 60 days	52	0	20	10
61 to 120 days	27	20	27	1
121 to 180 days	2	0	5	0
181 to 365 days	0	0	1	0
365 days or more	0	0	0	0
Total	147	20	73	11

Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	1,702	\$8,510.00	228	\$1,140.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	1,702	\$8,510.00	228	\$1,140.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	138	6,635	10	343
Outstanding from the previous reporting period	22	2,445	2	45
Total	160	9,080	12	388

Closed during the reporting period	122	5,127	12	388
Carried over within negotiated timelines	15	489	0	0
Carried over beyond negotiated timelines	23	3,464	0	0

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

Recommendation	Number of days required to complete the consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	23	15	20	10	3	3	1	75
Disclose in part	2	2	11	15	2	1	3	37
Exempt entirely	0	0	1	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	1	0	0	0	2
Other	2	0	1	2	0	0	0	7
Total	27	20	33	28	5	5	4	122

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of days required to complete the consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total

							365 days	
Disclose entirely	1	2	3	0	0	0	0	7
Disclose in part	0	0	3	1	0	0	0	4
Exempt entirely	0	0	0	0	0	1	0	1
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
Total	1	3	6	1	0	1	0	12

Section 8: Completion time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		100-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	4	75	0	0	0	0	0	0	0	0
31 to 60	14	264	2	360	0	0	0	0	0	0
61 to 120	5	57	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0

181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	23	396	2	360	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		100-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	4	40	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	3	40	0	0	0	0	0	0	0	0

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
55	23	12

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	30	30	0

Section 10: Court action

10.1 Court actions on complaints

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources related to the Access to Information Act

11.1 Allocated costs

Expenditures		Amount
Salaries		\$2,095,385
Overtime		\$18,147
Goods and Services		\$381,706
• Professional services contracts	\$338,036	
• Other	\$43,671	
Total		\$2,495,238

11.2 Human Resources

Resources	Person Years dedicated to Access to Information activities
Full-time employees	25.893
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	1.313
Students	0.000
Total	27.206