



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



**Employment and Social
Development Canada**

2024–2025

**Annual Report on the Administration of the *Access to Information Act*
Employment and Social Development Canada, 2024 to 2025**

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PDF

Cat. No. Em1-5/1E-PDF

ISSN: 2561-9314

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1. Executive Summary

Advancing Trust, Transparency, and Digital Modernization at Employment and Social Development Canada (2024–2025)

Employment and Social Development Canada (ESDC) is responsible for developing, managing, and delivering social programs and services, including some of Canada's largest, such as Employment Insurance (EI), the Canada Pension Plan (CPP), and the Passport Program. Given its mandate, ESDC collects and controls a large volume of personal information, involving a range of collection, use, retention, and disclosure activities, as well as coordination with an array of partners and stakeholders. Access to information continues to be a core component in delivering ESDC's programs and priorities, making relevant information available in a complete, accurate, and timely manner while protecting privacy.

Strengthening access to information services

In 2024–2025, ESDC reaffirmed its commitment to the Government of Canada's Trust and Transparency Strategy by advancing a proactive approach to access to information and privacy. Guided by the leadership of the Corporate Secretary and Chief Privacy Officer, ESDC's Access to Information and Privacy (ATIP) Operations Division and Privacy Management Division (PMD), in collaboration with regional partners, successfully managed a growing volume of requests while maintaining high service standards and by providing strong privacy management support.

The Department received 2,481 Access to Information (ATI) requests, with a record total of 149,265 pages reviewed. The compliance rate improved in 2024–2025 to 90.2% from the previous fiscal year's 88%, despite a 45% increase in requests from the previous year. These results reflect ESDC's ongoing efforts to provide timely, accurate, and accessible information to Canadians. ESDC annually receives a high volume of privacy requests, and compliance reporting can be found in the separate Privacy Report.

To reduce reliance on formal requests and improve client service, ESDC continued to promote digital self-service options, including My Service Canada Account and Canada Revenue Agency My Account. These platforms empower Canadians to access their personal information directly, supporting a more efficient and user-friendly experience.

Advancing Access to Information and Privacy modernization

In 2024-2025, ESDC continued to advance and modernize its operations. Preparations for the launch of the new ATIP processing software in fiscal year 2025–2026 remained a top priority, including efforts to centralize resources and practices under a common operating model designed to enhance collaboration and streamline operations.

Looking Ahead

ESDC is undertaking a transformation to meet the evolving needs of Canadians in a dynamic digital landscape. These important steps to modernize processes and practices are designed for continued alignment with the Government of Canada's principles of openness, accountability, and responsible innovation, while at the same time seeking to derive long-term efficiencies in the coming years. Legislative compliance will be closely monitored throughout the transition process.

2. Introduction

In accordance with section 94 of the *Access to Information Act*, ESDC is pleased to present its annual report for 2024 to 2025 to Parliament. This report meets the legislative requirements by detailing the Department's performance related to access to information and its efforts to promote modern, transparent, and open government operations.

Purpose of 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 covered by 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.

About ESDC

The Department of Employment and Social Development Canada, commonly referred to as ESDC, is the Government of Canada's department responsible for developing, managing, and delivering social programs and services. The mission of ESDC, including the Labour Program and Service Canada, is to build a strong and more inclusive Canada, to support Canadians in helping them live productive and rewarding lives and to improve quality of life for Canadians. ESDC's fulfills its mission by:

- developing policies that ensure Canadians can use their talents, skills and resources to participate in learning, work and their community;
- delivering programs that help Canadians move through life's transitions, from school to work, from one job to another, from unemployment to employment, and from the workforce to retirement;
- providing income support to seniors, families with children and those unemployed due to job loss, illness or caregiving responsibilities;
- helping Canadians with distinct needs, such as Indigenous people, persons with disabilities, travellers and recent immigrants;
- ensuring labour relations stability by providing mediation services;
- promoting a fair and healthy workplace by enforcing minimum working conditions, promoting decent work and employment equity, and fostering respect for international labour standards;
- delivering programs and services on behalf of other departments and agencies; and
- supporting the digital delivery of Government of Canada programs and services.

ESDC is led by one Minister, supported by five deputy ministers responsible for its day-to-day operations, budget, and program development.

Table 1 - Organization of ESDC (as of March 31, 2025)

Mission: The mission of Employment and Social Development Canada, including the Labour Program and Service Canada, is to build a strong and more inclusive Canada, to support Canadians in helping them live productive and rewarding lives and to improve Canadians' quality of life.

Minister:

- Minister of Jobs and Families

Deputy Ministers:

- Deputy Minister of Employment and Social Development
- Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada
- Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development
- Senior Associate Deputy Minister of Employment and Social Development
- Business Lead, Benefits Delivery Modernization, Employment and Social Development Canada

Employment and Social Development

Policy development and program design and management for:

- Old Age Security
- Canada Pension Plan
- Canada Student Financial Assistance Program
- Canada Education Savings Program
- Canada Service Corps
- Canadian Apprenticeship Strategy
- Employment Insurance Program
- Enabling Fund for Official Languages Minority Communities
- Foreign Credential Recognition Program
- Indigenous Skills and Employment Training Program
- Labour Market Transfer Agreements
- Opportunities Fund for Persons with Disabilities
- Skills and Partnership Fund
- Youth Employment Skills Strategy Program
- Canadian Dental Care Plan

Service Canada

Provides Canadians with services and information in person, online, by phone, by mail and is a single point of access to ESDC and other Government of Canada programs. It is responsible for providing:

- Benefits and program delivery
- Service Canada Centres (SCC)
- Scheduled outreach sites
- SCC Passport Services sites
- My Service Canada Account
- Community outreach
- Telephone operations
- Digital presence (eSIN and Canada.ca)
- Identity management
- Program integrity operations
- Temporary Foreign Worker Program

Branches (Employment and Social Development):

- Income Security and Social Development Branch
- Learning Branch
- Skills and Employment Branch
- Strategic and Service Policy Branch

Labour Program

Responsible for labour issues affecting federally regulated industries in Canada, that includes:

- Managing the Government of Canada's relationships with its international, federal, provincial, and territorial partners, and with unions and employers
- Providing mediation and conciliation services to unions and employers in the federally regulated private sector
- Promoting respect for international labour standards with Canada's international partners
- Leading the administration of labour legislation and regulations in the areas of workplace safety, labour standards, employment equity, and federal workers' compensation

Branches:

- Resolution, and International Affairs Branch
- Compliance, Operations and Program Development Branch Policy, Dispute

Branches (Service Canada):

- Service Canada Transition Office
- Benefits Delivery Modernization
- Canadian Digital Service
- Integrity Services Branch
- Program Operations Branch
- Integrated Services Strategy and Operations Branch
- Temporary Foreign Workers Program Branch
- Integrated Service Delivery Organization
- Atlantic Region
- Québec Region
- Ontario Region
- Western and Territories Region

Internal Enabler Branches:

- Chief Financial Officer Branch
- Corporate Secretariat
- Human Resources Services Branch
- Chief Data Officer Branch
- Innovation, Information and Technology Branch
- Legal Services Branch
- Public Affairs and Stakeholder Relations Branch
- Internal Audit and Enterprise Risk Management Branch

3. Organizational Context

ESDC's Corporate Secretariat and Chief Privacy Officer

ESDC's Corporate Secretariat Branch is responsible for processing ESDC's access to information and privacy requests. During the fiscal year, these activities continued to be conducted by the ATIP Operations Division, with functional support from ESDC's four regional branches, and the Privacy Management Division (see Figure 1).

The Corporate Secretary heads the branch and is ESDC's designated Chief Privacy Officer (CPO). The CPO is the Department's functional authority on all privacy matters, including privacy request processing and the management of personal information. The CPO provides strategic privacy policy advice and maintains ESDC's privacy management program, which includes the assessment of privacy risks, determination of compliance with privacy legislation, policies, and standards, and the delivery of privacy training, all of which are crucial in implementing a privacy-by-design approach.

Access to Information and Privacy Operations Division

The ATIP Operations Division administers the *Access to Information Act* and the privacy request components of the *Privacy Act* for ESDC. 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 Acts, and delivers training and awareness sessions to departmental employees on their administration. The Director of ATIP Operations is ESDC's designated ATIP Coordinator.

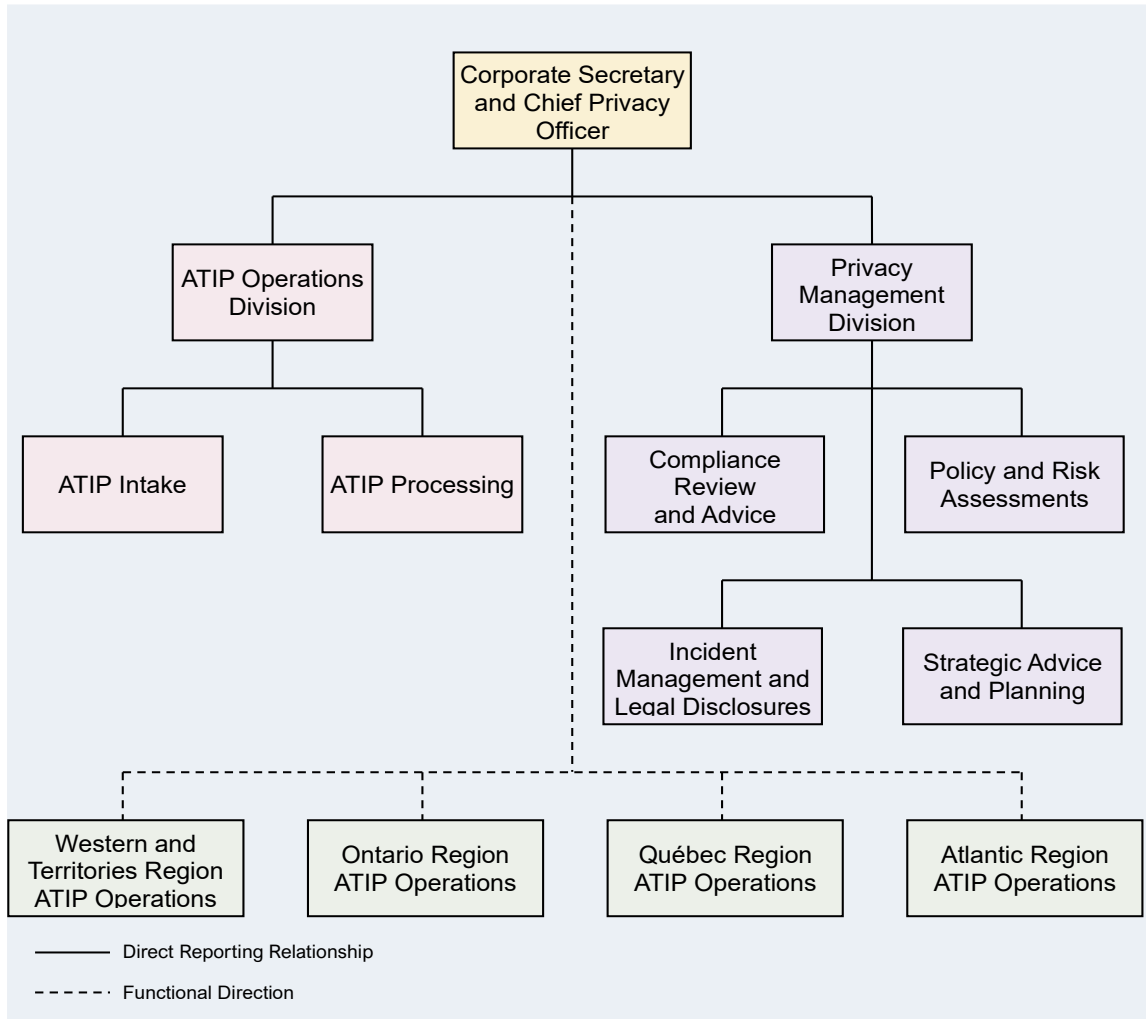
During the fiscal year, the responsibility of processing requests continued to be shared between the ATIP Operations Division and the Department's four regional branches: Atlantic, Ontario, Quebec, and Western and Territories. The ATIP Operations Division was responsible for coordinating ATIP activities in ESDC's branches and regions, which include:

- responding to *Access to Information Act* requests;
- responding to specific *Privacy Act* requests;
- providing functional guidance to the regions about the operational and reporting components of the privacy function;
- delivering general and tailored training sessions to employees on the administration of both Acts;
- leading modernization efforts; and
- reviewing Open Government publications for compliance with the Acts.

The ATIP Operations Division is composed of an intake unit and ATIP processing teams. At the end of the 2024–2025 fiscal year, there were approximately 31 ATIP Operations employees.

For a breakdown of the groups responsible for meeting each applicable proactive publication requirement under Part 2 of the *Access to Information Act*, see the section "[Proactive Publication under Part 2 of the *Access to Information Act*](#)", below.

Figure 1 - Organization of the Access to Information and Privacy Function in ESDC



Regional Privacy Operations

The regional branches played a key role in fulfilling the Department’s *Privacy Act* responsibilities. During the 2024–2025 fiscal year, there were approximately 58 employees in the regions with ATIP processing duties. A network of liaison officers and managers within each region supported the processing of privacy requests and provided advice and guidance directly to program areas while coordinating with the ATIP Operations Division.

Privacy Management Division

The PMD is ESDC’s centre for privacy policy expertise and is the Department’s focal point for authoritative privacy advice. In addition, the PMD:

- leads the horizontal implementation of departmental privacy policies and initiatives;

- conducts risk assessments;
- provides privacy compliance guidance;
- reviews proposed information-sharing agreements and draft contracts;
- 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.

In doing so, the Division leverages privacy-by-design approaches that integrate privacy considerations in the early stages of new programs, projects, and initiatives. As the Department's privacy centre of expertise, the PMD provides strategic privacy policy and analytical advice to the CPO and ESDC's senior leaders.

The Division is organized into four functional groups consisting of a privacy policy and risk assessment unit, a privacy compliance and advisory services unit, an incident management and legislative disclosures unit, and a very small strategic advisory and planning unit. At the end of the 2024–2025 fiscal year, the PMD had 36 employees.

Service Agreement with Accessibility Standards Canada

ESDC has a Memorandum of Understanding to provide ATIP services for Accessibility Standards Canada (ASC), a departmental corporation created in 2019 under the *Accessible Canada Act* to contribute to the realization of a Canada without barriers on or before January 1, 2040. ATIP services that are provided include request processing, annual reporting advice and statistics, liaison functions, and training. ESDC also furnishes, when required, analysis and advice for privacy impact assessments, information-sharing arrangements, disclosures, contracting, legislative and policy compliance, and the management of security incidents involving personal information.

In 2024-2025, 16 requests were closed, including 1 outstanding request from the previous reporting period, with a total of 711 pages processed and 640 pages disclosed. ASC's compliance rate reached 81% and no requests have been carried over to the next reporting period.

Delegation Order

In accordance with section 95(1) of the *Access to Information Act*, a delegation order signed by the Minister of Jobs and Families designates ESDC's deputy ministers, Corporate Secretary, Director of ATIP, managers, and team leaders to exercise all powers and functions, as the head of institution under the Act.

The delegation order was updated in the 2023–2024 period, delegating certain authorities of the Act to ATIP analysts and officers.

A copy of the *Access to Information Act* Delegation Order is provided in Annex A.

4. Policies, Guidelines, Procedures, and Initiatives

ESDC continues to advance its efforts to modernize and standardize its ATIP processes by developing a department-wide common ATIP operating model. Significant progress was achieved in the past fiscal year, and implementation is scheduled for 2025–2026.

ATIP Modernization

ESDC continues to modernize its ATIP infrastructure and processes to create a modern regime to meet the needs of the evolving ATIP landscape and increasing volume of requests. The modernization program consists of three key areas that gained momentum in 2024–2025:

- Implementation of the new ATIPXpress processing system and integration with Treasury Board Secretariat's ATIP Online Request Service (AORS) portal;
- Centralized resources and standardized procedures; and
- Enhanced client service and transparency measures.

It is anticipated that these modernization efforts will be completed by 2026, with benefits being realized as part of an ongoing transformation effort.

5. Performance Overview

The following section provides key statistics and analysis of ESDC's accomplishments in the previous four fiscal years and illustrates how the Department contributed to the Government's agenda with its access to information program. The following charts and tables provide a four-year comparison to highlight *Access to Information Act* performance trends. Detailed statistical reports for the Act are found in Annex B.

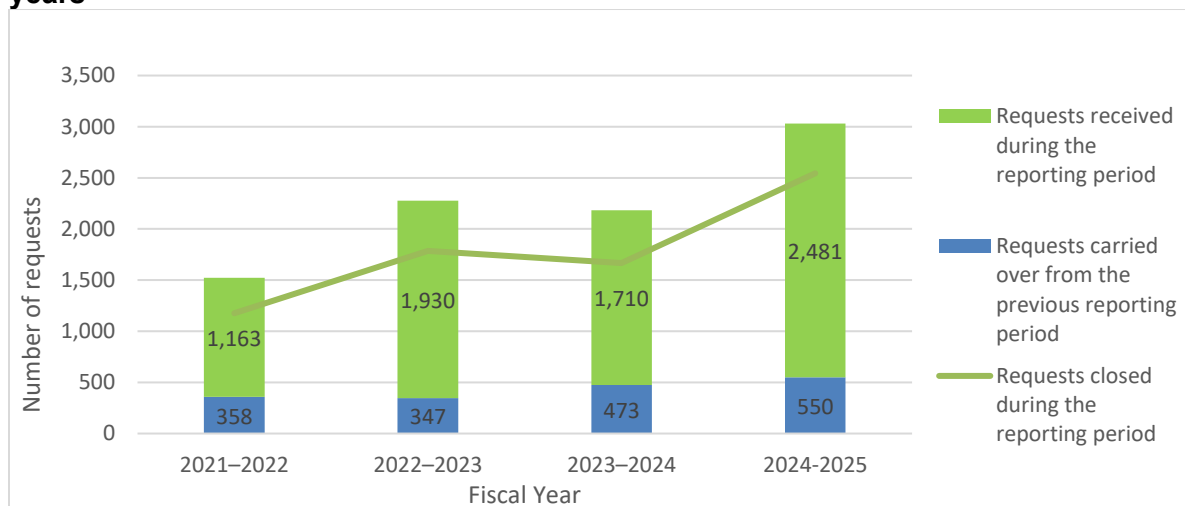
The Department results during the 2024–2025 fiscal year show that ESDC closed 90.2% of *Access to Information Act* requests received within legislated timelines, while also receiving a 45% increase in volume of requests from the previous year.

The following detailed results illustrate the Department's ongoing commitment to supporting open and transparent government. Continued increases in both access and privacy request volumes highlight the importance of ESDC's ATIP modernization initiatives. The Department is continuing to work towards enhancing its digital service channels that will facilitate client access to their personal information directly, as well as proactive disclosure of institutional information as part of this broader commitment to improved transparency and access.

Requests received

In fiscal year 2024–2025, ESDC received 2,481 new access to information requests, a 45% increase from the previous 2023–2024 reporting period. Combined with a carry-over of 550 files from 2023–2024, this represented a total workload of 3,031 requests during the reporting period.

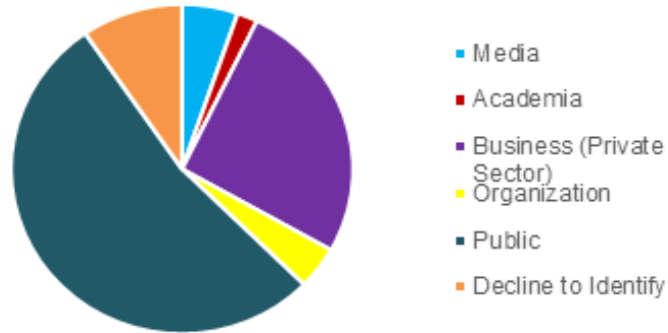
Figure 2 - Access to Information Act Requests — Workload for the last four fiscal years



Sources of requests

The general public, combined with businesses from the public sector, account for close to 80% of the total volume of requests received in the 2024–2025 fiscal year. This distribution is similar to that of the previous reporting periods.

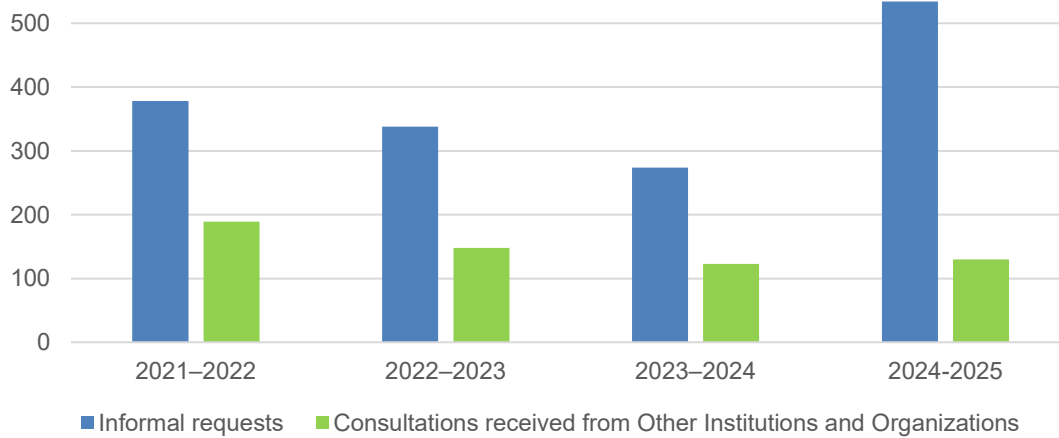
Figure 3 - Sources of requests received for the 2024–2025 fiscal year



Other requests received

ESDC received 130 consultations requests from other institutions and organizations for the 2024–2025 reporting period, similar to the previous period. The Department has also received 534 informal requests for information (previously released information) in the last reporting period, representing the highest number of informal requests received by ESDC in the past four years.

Figure 4 - Other requests received (last four fiscal years)



Requests completed

A total of 2,544 *Access to Information Act* requests were closed in the 2024–2025 reporting period. The number of closed requests is the highest the Department experienced in the past four years and 52.6% higher than the 2023–2024 period. The total number of pages processed has also experienced a similar increase. ESDC has transferred a great number of requests (515) to other departments and abandoned 1,276 requests in the last period. It is expected that the scheduled onboarding to the AORS anticipated for the end of the 2025–2026 fiscal year should improve channel management and see a reduction in these types of dispositions.

The number of pages processed and disclosed in 2024–2025 has doubled since the last reporting period. ESDC processed 149,265 pages of which, 104,002 were disclosed in part or entirely.

The remaining 45,263 pages were not released because they were either duplicate pages or pages subject to exemptions or exclusions.

Figure 5 - Disposition of requests completed (last four fiscal years)

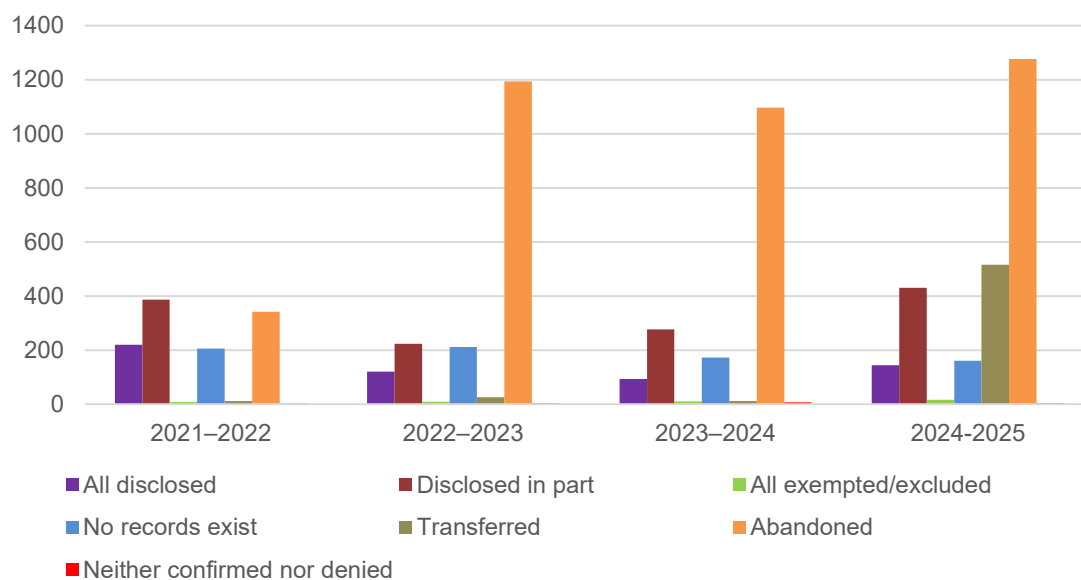
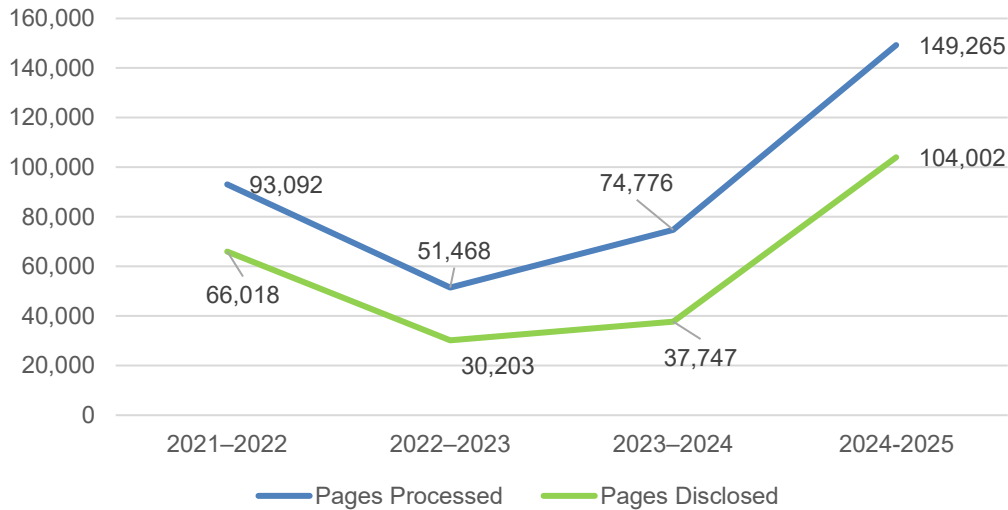


Figure 6 - Number of pages processed and disclosed (last four fiscal years)



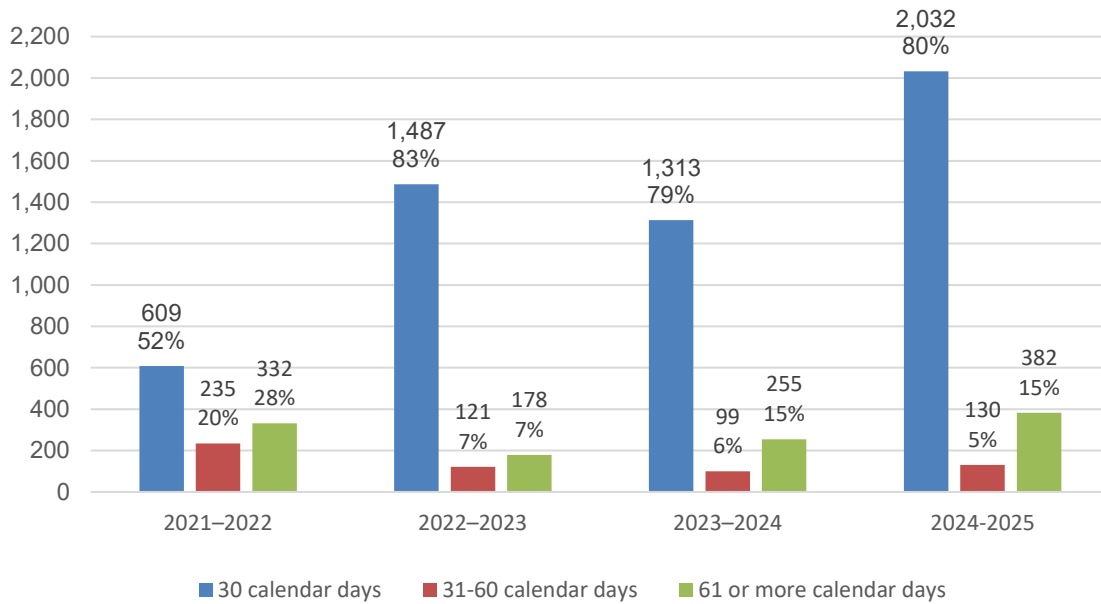
Timeframes

ESDC completed 2,295 requests within legislated timelines, achieving a 90.2% compliance rate. Continued efforts and renewed strategies have been deployed to tackle the backlog. As well, creative strategies were implemented to address challenging requests in the most efficient way.

At the conclusion of the fiscal year, the number of requests beyond legislated timelines (the backlog) saw a decrease from 319 in 2023-2024 to 278 in 2024-2025. Throughout the year, significant resources were employed to expedite processing of late files. As part of this effort, 83 files from the inventory that had been pending for more than a year were completed.

In accordance with the *Access to Information Act*, institutions may apply for an extension beyond the original 30-day statutory deadline in cases where meeting it is not feasible because a large number of pages require review, consultations cannot reasonably be conducted within the initial 30 days, or notice is given to a third party. During the 2024-2025 fiscal year, ESDC requested 525 extensions, of which 63.6% fell under paragraph 9(1)(a) (interference with operations and workload), and the remaining 36.4% fell under paragraphs 9(1)(b) and 9(1)(c) (consultation and third-party notices).

Figure 7 - Completed requests by calendar days taken (last four fiscal years)



ESDC processed 80% (2,032) of all access to information requests completed (2,544) within 30 days of receipt.

Figure 8 - Request completion time and compliance (last four fiscal years)

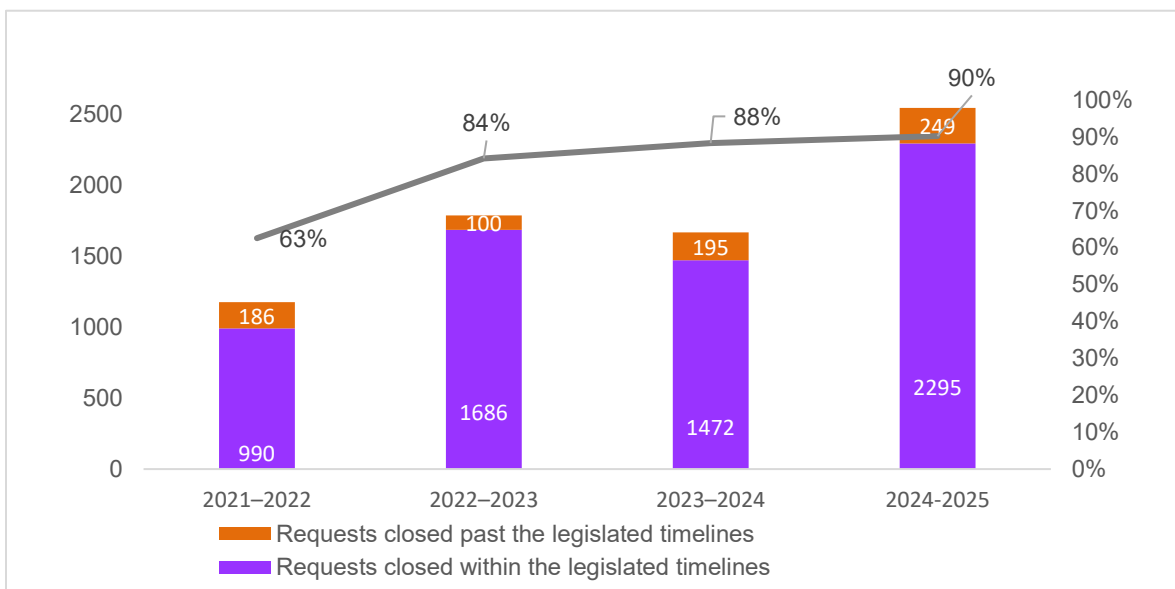


Figure 9 - Request completion time and compliance (last four fiscal years)

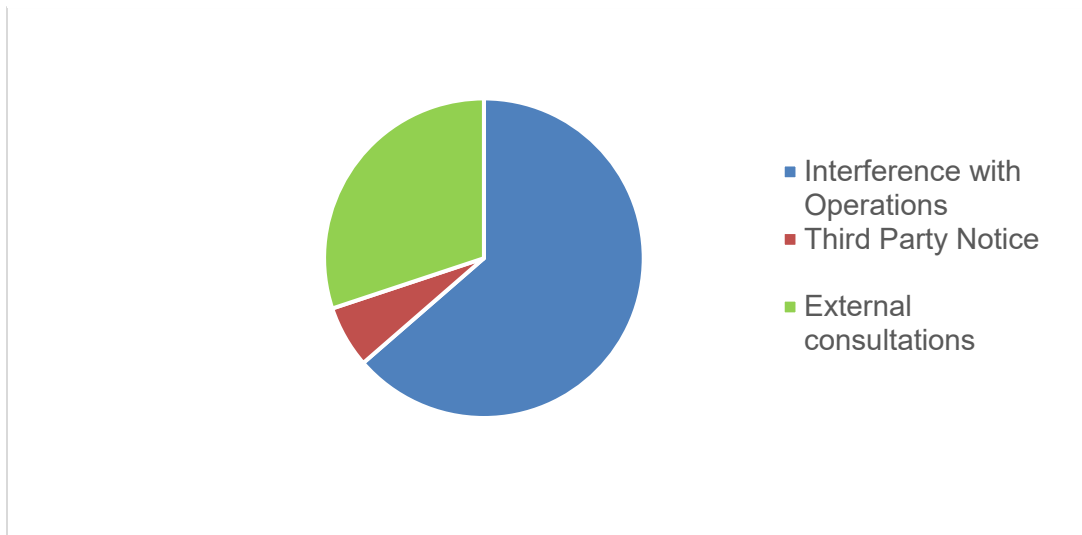
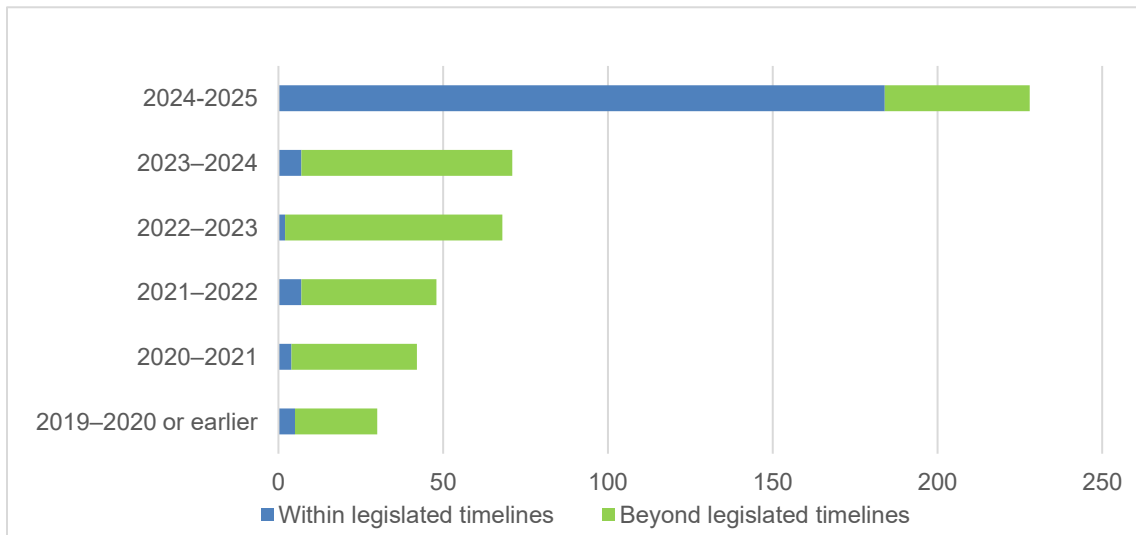


Figure 10: Number of active requests outstanding from various reporting periods



*The bar in green shows the files that are beyond their legislative timelines, noting its reduction in 2024–2025 compared to 2023–2024. The bar in blue, representing open files within their legislative timelines is disproportionality large as it includes files currently opened and being processed, which will no longer be accounted for in next year’s chart when closed.

As of the end of the fiscal year, ESDC had 43 active complaints. The breakdown by specific reporting period in which they were received, as well as additional details, can be found Section 8, Table 4, below.

Exemptions and Exclusions

ESDC holds very large volumes of personal information. To ensure this information is protected, exemptions and exclusions are often applied to records.

Exemptions

The *Access to Information Act* allows, and in some instances requires, information to be exempted and withheld. Examples might include information related to the internal decision-making processes of government, national security, law enforcement, or trade secrets.

The following table (Table 2) outlines the most frequently invoked exemptions during the past four years. Due to the nature of ESDC's mandate, most of the information under its 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 16 (law enforcement and investigations) and section 21 (operations of government) are also frequently applied exemptions.

Table 2: Number of requests and percentage of total exemptions*

Section	2021–2022	2022–2023	2023–2024	2024–2025
s. 19 – Personal information	182 (20%)	133 (22%)	179 (25%)	289 (25%)
s. 16 – Law enforcement and investigations	124 (14%)	165 (28%)	237 (33%)	274 (24%)
s. 20 – Third-party information	118 (13%)	65 (11%)	94 (13%)	147 (13%)
s. 21 – Operations of government	310 (34%)	151 (25%)	171 (24%)	268 (23%)
s. 24 – Statutory prohibitions	55 (6%)	37 (6%)	41 (6%)	58 (5%)

* Figures are rounded for readability purposes

Exclusions

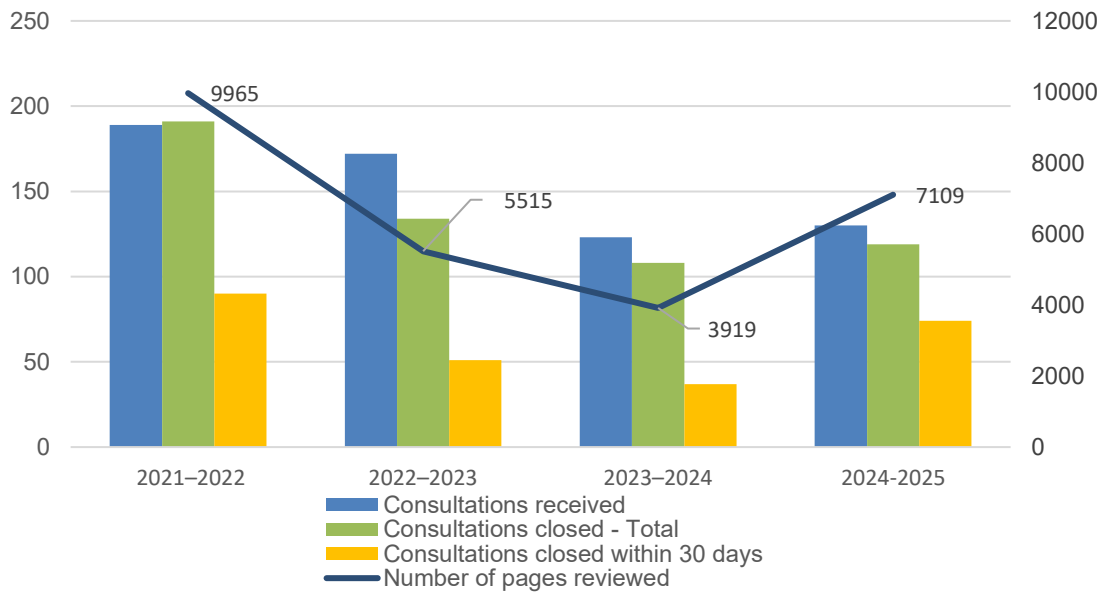
The *Access to Information Act* does not apply to information that is publicly available, such as government publications (section 68) and Confidences of the King's Privy Council for Canada (section 69), which require consultation with the Department of Justice. During the 2024–2025 fiscal year, ESDC excluded records based on section 68 for two requests and section 69 for 117 requests.

Consultations received from other Government of Canada Institutions and other organizations

This past fiscal year, ESDC received 130 external consultation requests from other Government of Canada institutions and organizations, which represents 9,043 pages to be reviewed. The number of consultation requests received is close to the volume received for the 2023–2024 period (123), but the number of pages to review has increased by 74.4% (5,184) for the same period.

The Department closed 119 requests for consultation, of which 74 were completed within 30 days, 71 requests were disclosed in full, and 39 were disclosed in part.

Figure 11: Consultation requests received and closed from other Government of Canada institutions and other organizations (last four fiscal years)



6. Proactive Publication Under Part 2 of the *Access to Information Act*

ESDC's proactive publications requirements are coordinated throughout the Department by three primary business process owners.

In support of the Government of Canada's commitment to open government and transparency under Part 2 of the *Access to Information Act*, the Department maintains web coding standards to ensure that information is accessible, usable, and compliant with departmental and government policies.

ESDC is continually seeking ways to enhance transparency and, in 2023–2024, began publishing program policies for the Temporary Foreign Worker Program to address the high number of similar access to information requests. To date, 26 policies (20 more than the previous reporting period) are available and can be accessed at the following link: <https://open.canada.ca/data/en/dataset/60236652-5aa7-4452-b2e1-7f96197e927a>

Also, a new monitoring tool has been developed to inform stakeholders of their compliance in meeting deadlines to achieve publication of briefing notes within the allotted 30 days publication timeline.

Table 3: Proactive publication requirements

Legislative Requirement	Section of <i>Access to Information Act</i>	Publication Timeline	Does the requirement apply to your institution? (Y/N)	Internal groups responsible for fulfilling requirement	% of proactive publications published within legislated timelines*	Link to web page where published**
Apply to all government institutions as defined in section 3 of the <i>Access to Information Act</i>						
Travel expenses	82	Within 30 days after the end of the month of reimbursement	Y	Financial Policy – Proactive Disclosure Team	100%	https://search.open.canada.ca/travel/
Hospitality expenses	83	Within 30 days after the end of the month of reimbursement	Y	Financial Policy – Proactive Disclosure Team	100%	https://search.open.canada.ca/hospitality/
Reports tabled in Parliament	84	Within 30 days after tabling	Y	Strategic and Service Policy Branch – National Advisory Council on Poverty	100%	https://search.open.canada.ca/opendata/?collection=parliament_report&page=1&sort=metadata_modified+desc

				ATIP operations, Corporate Secretariat		https://www.canada.ca/en/employment-social-development/corporate/transparency/access-information/reports.html
Apply to government entities or departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i>						
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter	Y	Senior Analyst, Reporting and Audit Compliance Team	100%	https://search.open.canada.ca/contracts/
		Q4: Within 60 days after the quarter				
Grants and contributions over \$25,000	87	Within 30 days after the quarter	Y	Financial Policy – Proactive Disclosure Team	100%	https://search.open.canada.ca/grants/
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Y	Ministerial Services, Corporate Secretariat	N/A	N/A
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	Y	ATIP operations, Corporate Secretariat	75%	https://search.open.canada.ca/briefing_titles/
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	Y	Parliamentary Affairs	0%	https://www.canada.ca/en/employment-social-development/corporate/reports/committe-binders.html

Applies to government institutions that are departments named in Schedule I to the <i>Financial Administration Act</i> or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which the Treasury Board is the employer)						
Reclassification of positions	85	Within 30 days after the quarter	Y	Organizational Design and Classification Centre or Expertise	100%	https://search.open.canada.ca/reclassification/
Apply to Ministers' Offices (therefore apply to any institution that performs proactive publication on behalf of a Minister's Office)						
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	Y	Ministerial Services, Corporate Secretariat	100%	https://www.canada.ca/en/employment-social-development/corporate/reports/esdc-transition-binders/2024-november-transition-binder.html
Titles and reference numbers of memoranda prepared by a government institution for the Minister, that is received by their office	74(b)	Within 30 days after the end of the month received	Y	ATIP operations, Corporate Secretariat	75%	https://search.open.canada.ca/briefing_titles/
Package of question period notes prepared by a government institution for the Minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December	Y	Parliamentary Affairs	100%	https://search.open.canada.ca/qpnotes/

Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	Y	Parliamentary Affairs	38%	https://www.canada.ca/en/employment-social-development/corporate/reports/committees-binders.html
Travel expenses	75	Within 30 days after the end of the month of reimbursement	Y	Financial Policy – Proactive Disclosure Team	100%	https://search.open.canada.ca/travel/
Hospitality expenses	76	Within 30 days after the end of the month of reimbursement	Y	Financial Policy – Proactive Disclosure Team	100%	https://search.open.canada.ca/hospitality/
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Y	Senior Analyst, Reporting and Audit Compliance Team	100%	https://search.open.canada.ca/contracts/
Ministers' offices expenses	78	Within 120 days after the fiscal year	N/A	N/A	N/A	N/A
Note: This consolidated report is currently published by TBS on behalf of all institutions.						

These compliance rates demonstrate ESDC's performance in upholding its proactive disclosure responsibilities under Part 2 of the *Access to Information Act*. During the fiscal year, ESDC achieved full compliance for 11 out of 15 proactive publications. The additional time required in 2024–2025 for publications under subsection 74(d) dropped from an average of 30 days in 2023–2024 to an average of 21 days. Moreover, the measures described below, and targeting processes under subsections 88(c) and 74(d), took full effect by mid year, and, since October 2024, ESDC was fully compliant with subsection 74(d), while no new file was released under subsection 88(c).

To meet our legislative obligations in terms of transparency, concrete measures have been put in place to avoid any delay in the proactive publication of information. These measures include automating certain processes, improving internal monitoring tools and raising awareness among the teams responsible. These efforts are designed to ensure timely disclosure, while reinforcing public accountability.

7. Training and Awareness

Online Access to Information Training

ESDC has developed a comprehensive department-wide mandatory training program to help increase knowledge and awareness of issues important to the stewardship of information and access to information. All employees are required to maintain valid certification in Stewardship of Information and Workplace Behaviours (SIWB), a course that addresses the *Access to Information Act*, information management, privacy, the handling of personal information, security issues, 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, 6,176 employees achieved Stewardship of Information and Workplace Behaviours certification during 2024–2025, which is valid for two years. In addition to SIWB certification, ESDC provides additional relevant online courses in its training catalogue. Notably, "Access to Information and Privacy (ATIP): It's Everybody's Business" gives employees the knowledge required to protect, use, and disclose personal information and helps teach them to incorporate the principles of openness and transparency in their everyday work. During the last fiscal year, 4,672 employees completed the course.

New employees take the "Doing Things Right and Doing the Right Thing: Putting the Departmental Code of Conduct into Action," which includes 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 4,683 employees during the 2024–2025 fiscal year.

Training and awareness

Ad hoc information sessions were provided upon request to program officials covering several topics including the application of redactions, ATIP mechanisms and processes, and employee responsibilities.

These information sessions were designed to address the specific concerns of internal stakeholders in relation to the various responsibilities of employees in responding to requests for information, and the specific context of each program.

8. Complaints, Investigations and Court Actions

Individuals have the right under the *Access to Information Act* to lodge complaints with the Office of the Information Commissioner of Canada regarding their requests for records.

During 2024–2025, the number of complaints received by the Department decreased from 45 to 40. The Office of the Information Commissioner of Canada closed 80 complaints last year, determining 29 of them to be well founded. No court actions were initiated (see Table 4 for details).

Throughout 2024–2025, the complaints were monitored and investigated, with processing delays (19) being the primary source. This analysis led to process reviews, productive stakeholder engagement and solutions to reconcile the issues at the source, evolving the business towards improved client-centric service delivery for future requests across the network.

Table 4: Complaints, Investigations and Court Actions, 2024–2025

	<i>Access to Information Act</i>
Complaints	
Total complaints received	40
<ul style="list-style-type: none"> • Deemed Refusal (Delay) 	4
<ul style="list-style-type: none"> • Time Extension 	12
<ul style="list-style-type: none"> • Exemption Complaint 	13
<ul style="list-style-type: none"> • No Records/Denial of Access 	7
<ul style="list-style-type: none"> • Exclusion Complaint 	2
<ul style="list-style-type: none"> • Other Complaint Types 	2
Investigations	
Total findings received	80
<ul style="list-style-type: none"> • Well founded 	29
<ul style="list-style-type: none"> • Not well founded 	6
<ul style="list-style-type: none"> • Complaints resolved during investigation 	24
<ul style="list-style-type: none"> • Discontinued 	21
Court Actions	
Number of court actions	0

Note: The total number of notifications of complaints 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 Information Commissioner of Canada in a fiscal year before the 2024–2025 reporting period.

Table 5: Number of active complaints outstanding from various reporting periods, Access to Information Act, by year and cumulative total

Fiscal year open complaints were received by institution	Number of open complaints with the Office of the Information Commissioner of Canada that are outstanding
Received in 2024–2025	20
Received in 2023–2024	16
Received in 2022–2023	6
Received in 2021–2022	1
Total	43

9. Monitoring Compliance

Except in certain circumstances, the *Access to Information Act* sets a timeline of 30 calendar days to respond to requests. ESDC has established processes and defined responsibilities to process requests within the statutory time limits, as outlined in Table 6.

Table 6: 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, the text of the request is sent to the relevant offices of primary interest, branches, and/or regions. They then have 10 working days to retrieve all responsive records and provide them to the ATIP Office along with their recommendations for disclosure.
Line-by-Line Review of the Responsive Records	The ATIP Office has six working days to analyze the requested records and to complete a thorough line-by-line review to invoke any applicable exemptions and exclusions. This includes assessing whether an extension is necessary or any internal or external consultations will be required.
Advance Release Notice	Key stakeholders receive a notification that the requested records have been posted electronically on a secure internal website at least four working days prior to the scheduled release date. This mechanism allows all implicated parties to provide final comments prior to release.

As well, the ATIP Operations Division provides weekly and quarterly reporting to the Department’s senior management.

ESDC works closely with other federal institutions, including Immigration, Refugees and Citizenship Canada, the Canada Border Services Agency, and Global Affairs Canada. Often, the sensitive nature of the requested records requires frequent consultations and close communication with them. To limit consultations and shorten our response times, ESDC carries out an initial review of documents to assess next steps. It also sends disclosure notices to other government agencies in lieu of consultation requests.

ESDC's Asset Management, Policy and Procurement Directorate, within the Chief Financial Branch, established a strong departmental governance framework to ensure that all contracts and arrangements are managed in compliance with section 4.2.8 of the *Directive on Access to Information Requests*. An “Access to Information” clause is usually included in all ESDC’s contracts, informing contractors of their obligations and responsibilities to assist the Department discharge its responsibilities under the *Access to Information Act*.

Annex A: Delegation Orders

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

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

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

En vertu de l'article 95 de la *Loi sur l'accès à l'information* et de l'article 11 de la *Loi sur le ministère de l'Emploi et du Développement social*, le Ministre de l'emploi et du Développement social délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable du Ministère de l'Emploi et Développement social, investi par les dispositions desdites Lois ou de leurs règlements mentionnées en regard de chaque poste.

Le présent document remplace et annule tout arrêté antérieur.

Daté, à la Ville de Gatineau, ce

6 jour de mars
2024.

***Access to Information Act* Delegation Order**

The Minister of Employment and Social Development, pursuant to section 95 of the *Access to Information Act* and section 11 of the *Department of Employment and Social Development Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of the Department of Employment and Social Development, under the provisions of the aforementioned Acts and related regulations set out in the schedule opposite each position.

This designation replaces all previous delegation orders.

Dated, at the City of Gatineau, this

6 day of March
2024.



Ministre de l'Emploi et du Développement social /

Minister of Employment and Social Development

Department of Employment and Social Development

Access to Information Act – Delegated Authorities

Description	Section	Delegated Authority
Responsibility of government institutions	4(2.1)	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ Manager, ATIP Operations, NHQ Senior Advisor, ATIP Policy and Programs, NHQ Team Leader, ATIP Operations, NHQ Privacy Officer, ATIP Operations, NHQ Program Officer, ATIP Operations, NHQ Junior Analyst, ATIP Operations, NHQ
Reasons for declining to act on request	6.1(1)	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ
Notice – Suspension	6.1(1.3)	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ
Notice – End of suspension	6.1(1.4)	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development 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 of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ
Notice where access	7	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development

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

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> Senior Advisor, ATIP Policy and Programs, NHQ
Language of access	12(2)	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ Manager, ATIP Operations, NHQ Team Leader, ATIP Operations, NHQ Senior Advisor, ATIP Policy and Programs, NHQ
Access to alternate format	12(3)	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ Manager, ATIP Operations, NHQ Team Leader, ATIP Operations, NHQ Senior Advisor, ATIP Policy and Programs, NHQ
Refuse access – Obtained in confidence	13	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ Manager, Request Processing Unit, ATIP Operations, NHQ Team Leader, Request Processing Unit, ATIP Operations, NHQ Senior Advisor, ATIP Policy and Programs, NHQ
Refuse access – Federal-provincial affairs	14	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ Manager, ATIP Operations, NHQ Team Leader, ATIP Operations, NHQ Senior Advisor, ATIP Policy and Programs, NHQ
Refuse access – International affairs and defence	15	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
Refuse access – Law enforcement and investigations	16.1	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ • Privacy Officer, ATIP Operations, NHQ
Refuse access - Security	16.2	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ • Privacy Officer, ATIP Operations, NHQ • Program Officer, ATIP Operations, NHQ • Junior Analyst, ATIP Operations, NHQ
Refuse access – <i>Public Servants Disclosure Protection Act</i>	16.5	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
Refuse access – Safety of individuals	17	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Senior Advisor, ATIP Policy and Programs, NHQ
Refuse access – Economic interests of Canada	18	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, 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 of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
Refuse access – Personal information	19	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ • Privacy Officer, ATIP Operations, NHQ • Program Officer, ATIP Operations, NHQ • Junior Analyst, ATIP Operations, NHQ

Description	Section	Delegated Authority
Refuse access – Third-party information	20	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
Refuse access – Operations of Government	21	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
Refuse access – Testing procedures, tests, audits	22	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ • Privacy Officer, ATIP Operations, NHQ

<p>Refuse access – Audit working papers and draft audit reports</p>	<p>22.1</p>	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ • Privacy Officer, ATIP Operations, NHQ
<p>Refuse access – Solicitor-client privilege</p>	<p>23</p>	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
<p>Refuse access – Statutory prohibitions</p>	<p>24</p>	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ • Privacy Officer, ATIP Operations, NHQ • Program Officer, ATIP Operations, NHQ • Junior Analyst, ATIP Operations, NHQ
<p>Severability</p>	<p>25</p>	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ

Information to be published	26	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ • Privacy Officer, ATIP Operations, NHQ
Third-party notification	27(1)	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ • Privacy Officer, ATIP Operations, NHQ • Program Officer, ATIP Operations, NHQ
Third-party notification – Extension of time limit	27(4)	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ • Privacy Officer, ATIP Operations, NHQ • Program Officer, ATIP Operations NHQ
Third-party notification – Notice of decision	28(1)	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ

Third-party notification – Waive representations in writing	28(2)	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
Third-party notification – Disclosure of record	28(4)	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
Advising Information Commissioner of third-party involvement	33	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
Right to make representations	35(2)	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ
Access given to complainant	37(4)	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development

		<ul style="list-style-type: none"> • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ
Review by Federal Court – government institution	41(2)	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ
Review by Federal Court – government institution- Respondents	41(5)	<ul style="list-style-type: none"> • Deputy Minister of Employment and Social Development • Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ

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

Description	Section	Delegated Authority
Transfer of request	6(1)	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ Manager, ATIP Operations, NHQ Team Leader, ATIP Operations, NHQ Senior Advisor, ATIP Policy and Programs, NHQ
Search and preparation of fees	7(2)	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ Manager, ATIP Operations, NHQ Team Leader, ATIP Operations, NHQ Senior Advisor, ATIP Policy and Programs, NHQ
Production and programming	7(3)	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ Manager, ATIP Operations, NHQ Team Leader, ATIP Operations, NHQ Senior Advisor, ATIP Policy and Programs, NHQ
Providing access to records	8	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development Senior Associate Deputy Minister of Employment and Social Development Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada Associate Deputy Minister of Employment and Social Development Corporate Secretary Director, ATIP Operations, NHQ Manager, ATIP Operations, NHQ Team Leader, ATIP Operations, NHQ Senior Advisor, ATIP Policy and Programs, NHQ
Limitations in respect of format	8.1	<ul style="list-style-type: none"> Deputy Minister of Employment and Social Development Deputy Minister of Labour and Associate Deputy Minister of Employment and Social Development

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Senior Associate Deputy Minister of Employment and Social Development • Associate Deputy Minister of Employment and Social Development and Chief Operating Officer for Service Canada • Associate Deputy Minister of Employment and Social Development • Corporate Secretary • Director, ATIP Operations, NHQ • Manager, ATIP Operations, NHQ • Team Leader, ATIP Operations, NHQ • Senior Advisor, ATIP Policy and Programs, NHQ

Annex B: Statistical Reports

Name of institution: Employment and Social Development Canada

Reporting period: April 1, 2024, to March 31, 2025

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

1.1 Number of Requests

Details	Subtotal	Number of requests
Received during reporting period		2,481
Outstanding from previous reporting periods		550
<ul style="list-style-type: none"> Outstanding from previous reporting period 	268	N/A
<ul style="list-style-type: none"> Outstanding from more than one reporting period 	282	N/A
Total		3,031
Closed during reporting period		2,544
Carried over to next reporting period		487
<ul style="list-style-type: none"> Carried over within legislated timeline 	209	N/A
<ul style="list-style-type: none"> Carried over beyond legislated timeline 	278	N/A

1.2 Sources of Requests

Source	Number of requests
Media	131
Academia	48
Business (private sector)	644
Organization	104
Public	1,316
Decline to identify	238
Total	2,481

1.3 Channels of Requests

Source	Number of requests
Online	2,347
E-mail	48
Mail	81
In person	0
Phone	0
Fax	5
Total	2,481

Section 2: Informal Requests

2.1 Number of Informal Requests

Details	Sub-total	Number of requests
Received during reporting period		534
Outstanding from previous reporting periods		12
<ul style="list-style-type: none"> Outstanding from previous reporting period 	3	N/A
<ul style="list-style-type: none"> Outstanding from more than one reporting period 	9	N/A
Total		546
Closed during reporting period		479
Carried over to next reporting period		67

2.2 Channels of Informal Requests

Source	Number of requests
Online	534
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	534

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
164	58	88	70	79	20	0	479

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
340	7,158	100	25,027	18	12,993	18	46,838	3	27,124

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	20	78	33	6	3	1	3	144
Disclosed in part	2	72	68	119	51	61	57	430
All exempted	0	1	0	0	0	1	0	2
All excluded	0	0	2	7	1	0	4	14
No records exist	90	49	13	3	1	1	3	160
Request transferred	506	6	0	1	2	0	0	515
Request abandoned	1191	15	14	5	1	3	47	1,276
Neither confirmed nor denied	0	2	0	0	0	1	0	3
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	1,809	223	130	141	59	68	114	2,544

4.2 Exemptions

Section	Number of requests
13(1)(a)	5
13(1)(b)	2
13(1)(c)	6
13(1)(d)	0
13(1)(e)	0
14	8
14(a)	20
14(b)	14
15(1)	12
15(1) - I.A.*	0
15(1) - Def.*	0
15(1) - S.A.*	0
16(1)(a)(i)	1
16(1)(a)(ii)	0
16(1)(a)(iii)	0
16(1)(b)	23
16(1)(c)	21
16(1)(d)	0
16(2)	64
16(2)(a)	0
16(2)(b)	0

16(2)(c)	161
16(3)	0
16.1(1)(a)	1
16.1(1)(b)	0
16.1(1)(c)	2
16.1(1)(d)	0
16.2(1)	0
16.3	0
16.4(1)(a)	0
16.4(1)(b)	0
16.5	1
16.6	0
17	8
18(a)	0
18(b)	4
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)	289
20(1)(a)	1
20(1)(b)	95
20(1)(b.1)	0
20(1)(c)	42
20(1)(d)	9
20.1	0
20.2	0
20.4	0
21(1)(a)	116
21(1)(b)	129
21(1)(c)	21
21(1)(d)	2
22	5
22.1(1)	1
23	36
23.1	0
24(1)	58
26	0

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

4.3 Exclusions

Section	Number of requests
68(a)	2

68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0
69(1)	0
69(1)(a)	7
69(1)(b)	0
69(1)(c)	3
69(1)(d)	7
69(1)(e)	6
69(1)(f)	3
69(1)(g) re (a)	31
69(1)(g) re (b)	0
69(1)(g) re (c)	24
69(1)(g) re (d)	13
69(1)(g) re (e)	15
69(1)(g) re (f)	8
69.1(1)	0

4.4 Format of Information Released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
15	559	0	0	1	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
149,265	104,002	1,869

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	133	1,537	9	2,199	2	1,743	0	0	0	0
Disclosed in part	282	8,258	90	19,759	25	18,341	32	65,614	1	5,308
All exempted	1	26	1	168	0	0	0	0	0	0
All excluded	14	365	0	0	0	0	0	0	0	0
Request abandoned	1,252	328	13	3,710	3	1,771	7	12,594	1	7,544
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	1,685	10,514	113	25,836	30	21,855	39	78,208	2	12,852

4.5.3 Relevant Minutes Processed and Disclosed for Audio Formats

Number of minutes processed	Number of minutes disclosed	Number of requests
24	24	1

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	1	24	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	1	24	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	
	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	11	0	0	11
Disclosed in part	162	0	0	162
All exempted	0	0	0	0
All excluded	14	0	0	14
Request abandoned	15	0	0	15
Neither confirmed nor denied	2	0	0	2
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	204	0	0	204

4.6 Closed Requests

4.6.1 Requests Closed Within Legislated Timelines

Details	Quantity
Number of requests closed within legislated timelines	2,295
Percentage of requests closed within legislated timelines (%)	90.21226415

4.7 Deemed Refusals

4.7.1 Reasons for not Meeting Legislated Timelines

Number of requests closed past the legislated timelines	Principal Reasons			
	Interference with operations/ workload	External consultation	Internal consultation	Other
249	232	2	5	10

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	16	15	31
16 to 30 days	7	9	16
31 to 60 days	6	13	19
61 to 120 days	10	25	35
121 to 180 days	8	18	26
181 to 365 days	8	23	31
More than 365 days	27	64	91
Total	82	167	249

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	28	0	11	0
Disclosed in part	259	12	105	26
All exempted	1	0	0	0
All excluded	5	5	7	0
Request abandoned	30	0	17	7
No records exist	11	0	1	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	334	17	141	33

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	84	1	11	1
31 to 60 days	83	2	24	3
61 to 120 days	103	12	69	16
121 to 180 days	29	1	15	7
181 to 365 days	26	1	15	4
365 days or more	9	0	7	2
Total	334	17	141	33

Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	2,381	\$11,905.00	58	\$290.00	42	\$210.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	2,381	\$11,905.00	58	\$290.00	42	\$210.00

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	116	6,482	14	2,561
Outstanding from the previous reporting period	5	2,334	0	0
Total	121	8,816	14	2,561
Closed during the reporting period	105	4,548	14	2,561
Carried over within negotiated timelines	10	573	0	0
Carried over beyond negotiated timelines	6	3,695	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							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	12	36	12	3	0	0	0	63
Disclose in part	2	9	16	7	0	1	0	35
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	6	1	0	0	0	0	0	7
Total	20	46	28	10	0	1	0	105

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
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	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	0	5	2	1	0	0	0	8
Disclose in part	0	2	2	0	0	0	0	4
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	1	0	0	0	0	0	0	1
Other	0	0	1	0	0	0	0	1
Total	1	7	5	1	0	0	0	14

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	13	218	0	0	0	0	0	0	0	0
16 to 30	13	175	0	0	0	0	0	0	0	0
31 to 60	24	198	1	131	0	0	0	0	0	0
61 to 120	8	231	1	1	0	0	0	0	0	0
121 to 180	0	0	1	108	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	58	822	3	240	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	0	0	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	0	0	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
40	24	15

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
10	8	2	19	15	4

Section 10: Court Action

10.1 Court Actions on Complaints

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

0	0	0	0	0
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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		\$1,986,739
Overtime		\$24,676
Goods and services		\$455,897
• Professional services contracts	\$377,519	N/A
• Other	\$78,378	
Total		\$2,467,312

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	22.329
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	1.170
Students	0.000
Total	23.499