

# Access to Information 2020-21

April 2020-March 2021



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## 1. Introduction

The *Access to Information Act* (the Act) gives Canadian citizens, as well as Corporations in Canada, the right to request access to records held by federal institutions including Crown corporations subject to the Act.

Canada Post Corporation (Canada Post or the Corporation) is pleased to submit to Parliament its Annual Report related to the administration of the Act, prepared in accordance with section 94. Canada Post's financial year aligns with the calendar year and reporting is done annually. As required by the Treasury Board Secretariat of Canada, this report covers the period from April 1, 2020, to March 31, 2021.

## 2. Mandate

The Canada Post Group of Companies, which includes Canada Post and its subsidiaries – Purolator Holdings Ltd., SCI Group Inc. and Innovapost Inc. – employed nearly 70,000 paid full-time and part-time employees in 2020, including almost 54,000 in the Canada Post segment. The workforce also included approximately 14,000 paid temporary, casual and term employees in the Canada Post segment. The Group of Companies delivered approximately 6.4 billion pieces of mail, parcels, and messages in 2020 to over 16.7 million addresses across Canada. Canada Post operates the largest retail network in Canada with approximately 6,000 retail post offices across the country. It has a mandate to provide a standard of postal services that meets the needs of Canadians in a secure and financially self-sustaining manner.

In 2020, Canadian households and businesses continued to migrate to digital communication and online bill payment, a trend that accelerated due to COVID-19. Lettermail™ volumes have declined steadily and significantly for more than a decade. Canada Post delivered 2.8 billion (53%) fewer pieces of mail in 2020 than in the peak year of 2006. While this volume decline has had a significant effect on Canada Post's business model, which had been founded on paper-based communications, it has given the Corporation an opportunity to transform the business and refocus its strategic direction.

The COVID-19 pandemic has also accelerated the pace at which Canadians are adopting e-commerce. Canada Post proudly delivers nearly half of all e-commerce parcels to Canadians and continues to be the country's top delivery company for online purchases. In 2020, for the second consecutive year, revenue from Canada Post's Parcels line of business surpassed revenue from Transaction Mail (mostly bills, letters and statements) exceeding \$3.4 billion. In 2020, parcels revenue generated 49% of the Canada Post segment's revenue, compared to 21% in 2011.

In response to the COVID-19 pandemic – and to keep employees and Canadians safe – the Corporation has changed how it operates and delivers items. Canada Post continues to provide an essential service to Canadians, by moving record-high domestic parcel volumes through its network. Since Canada Post operates on a financially self-sustaining basis and its revenue is earned in these highly competitive markets, it is critical that commercially sensitive information is protected. While the majority of government documents are non-commercial by

definition, the opposite is true at Canada Post, where in fact, the majority of documents are commercial in nature.

### 3. Canada Post and the *Access to Information Act*

Canada Post has been subject to the Act since September 1, 2007. The Corporation is strongly committed to meeting its obligations under the Act. It is of paramount importance that the requesters' right of access is respected and balanced with the protection of commercially sensitive, corporate, and third-party information.

Considering that approximately 49% of Canada Post's revenue is earned in the highly competitive e-commerce and parcels markets, it is even more critical that certain information not be disclosed due to its commercial sensitivity and the potential prejudice to Canada Post's position in this marketplace. In 2007, Section 18.1(1)(a) was added to the Act for Canada Post's exclusive use and to acknowledge the unique commercial context in which it operates.

Canada Post embraces the principle and its commitment to transparency as a Crown corporation that serves Canadians. This commitment is demonstrated in several ways, including the publication of a comprehensive annual report about its business and financial performance, a Corporate Plan Summary Report, the Canada Postal Guide, the Sustainability Report and through the website at [canadapost.ca](http://canadapost.ca). The Corporation also proactively discloses the travel and hospitality expenses of senior executives and members of the Board of Directors, which became a legal requirement under the Act in 2019.

In 2020-21, the Corporation continued to evolve its strategic approach to enhance organizational transparency in alignment with its commitment to environmental, social and governance (ESG) principles. This is a foundational element and an important strategic direction of the Corporation in its transformation of the business. In the context of Access to Information, these principles are foundational and inform the approach to requests for information under the Act.

### 4. Organizational Structure

The Access to Information (ATI) Directorate is a part of the Corporate Compliance and Regulatory Affairs team within the Corporate Affairs and Sustainability portfolio. It is responsible for the administration of the Act and the operational accountability for the program. The ATI Directorate is responsible for the administration of access requests under both the *Access to Information Act* and the *Privacy Act* for Canada Post.

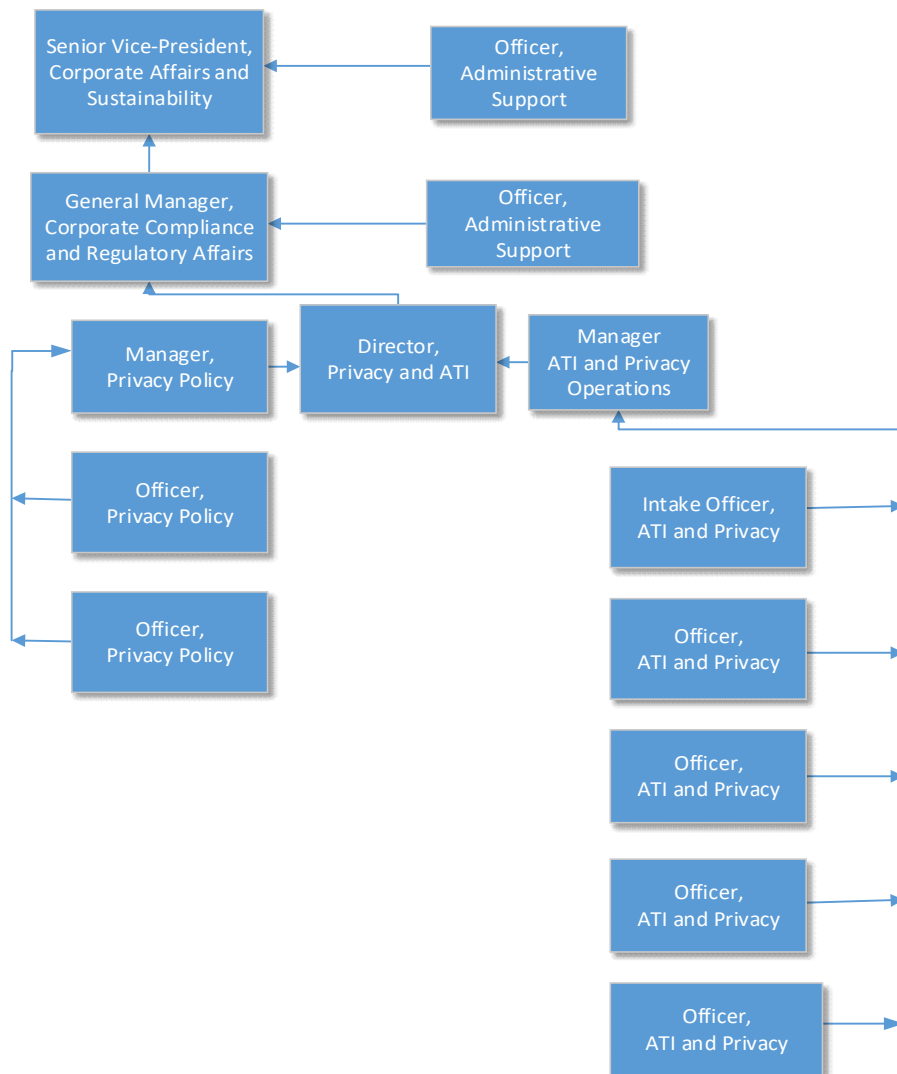
During the 2020-21 reporting period, the team included four access to information and privacy officers and one intake officer, reporting to the Manager of Access to Information and Privacy. The Manager reports to the Director of Privacy and Access to Information, who in turn reports to the General Manager of Corporate Compliance and Regulatory Affairs. The Director acts as the Access to Information and Privacy Coordinator and point of contact for the Corporation in liaising with the Treasury Board Secretariat of Canada, the Office of the Information

Commissioner of Canada, the Office of the Privacy Commissioner of Canada and other government institutions for access to information matters.

The offices of primary interest (OPIs) have been identified under the General Managers across the Corporation. A network of liaison officers (LOs) has been identified to represent the OPIs to coordinate and liaise with the Access to Information Directorate on administrative processes related to the processing of records for ATI requests.

The chart below outlines our organizational structure as of May 3, 2021.

Corporate Compliance and Regulatory Affairs



## 5. Delegation of Authority

In May 2020, the delegation order was revised pursuant to section 95 of the Access to Information Act. The President and CEO's authority is delegated for the Corporation in order to meet key legislative requirements, while enabling efficiencies and managing risk at the appropriate levels in the Corporation. As required by Treasury Board Secretariat of Canada, a copy of the delegation order is included in Appendix A.

## 6. Governance

The ATI Directorate has the commitment and support of senior management and the Board of Directors to ensure that the Corporation meets its obligations under the Act.

The ATI Advisory Committee, comprised of Canada Post executives, has a mandate to support the ATI Directorate from a corporate perspective. It was created in 2007 when Canada Post first became subject to the Act, and it meets monthly to advise and guide the ATI Directorate, and to help resolve and escalate issues.

## 7. Access to Information Program

### Successes and Challenges

In 2020-21, the ongoing pandemic continued to present opportunities and challenges to the operations of the ATI program.

Prior to the pandemic, information releases under the ATIA were paper-based. The challenge in 2020-21 was to find a secure, efficient solution to respond to requests electronically. Canada Post's ePost Connect tool was instrumental in furthering our efforts to increase compliance and efficiencies in the program. In 2020-21, there were only four paper releases for ATI requests. In 2019-20, all releases were paper-based. By transitioning ATI operations from paper to digital, the Corporation took another important step in becoming a more environmentally sustainable organization.

The pandemic working conditions continued to present new challenges to the operations of the ATI Directorate. While the transition to a digital records environment was a success, there remained challenges in accessing physical locations where searches for paper records were required. The various stay-at-home orders presented an issue for paper record retrieval for periods of time.

Consultations with third parties and government institutions were particularly challenging during this reporting period as many organizations were dealing with workforce issues, limited operations, and other challenges. This had an effect on the ability to process records on time in some cases.

In 2020-21, the ATIP and Privacy Policy Officers embraced new platforms for remote learning and training. A comprehensive training program was delivered to the team by an external consultant that provided the ATIP team with foundational principles of the Act as well as more complex learning around key provisions, and case scenarios.

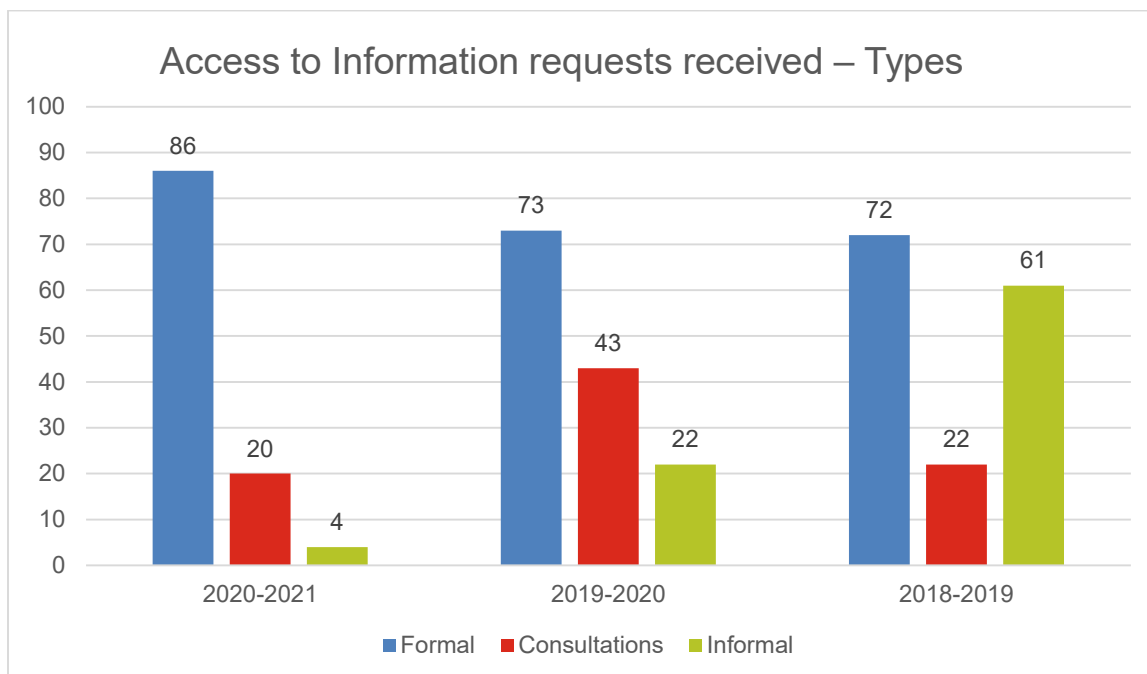
Finally, in 2020-21, the ATI Directorate experienced staff turnover which created many challenges in maintaining efficient and timely operations of access to information under both the ATIA and *Privacy Act*.

## 8. Requests

### 8.1 Types

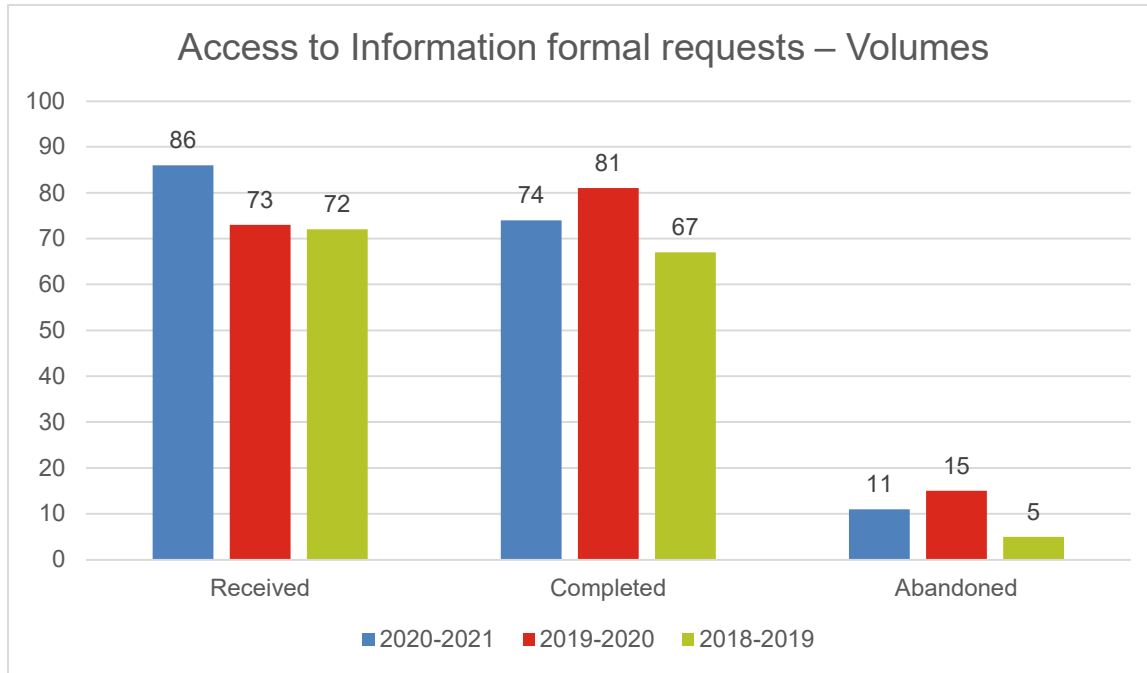
In 2020-21, the Corporation received approximately half as many consultation requests compared to the 2019-20 and 2018-19 reporting periods. This is partly explained by the fact that in the previous reporting periods, some institutions conducted comprehensive archival reviews of their records that included information related to Canada Post.

The number of informal requests decreased to approximately one fifth of those received in the 2019-20 reporting period. This is explained by the reclassification of records by the Government of Canada containing personal information. Those requests subsequently became reportable under the *Privacy Act*.

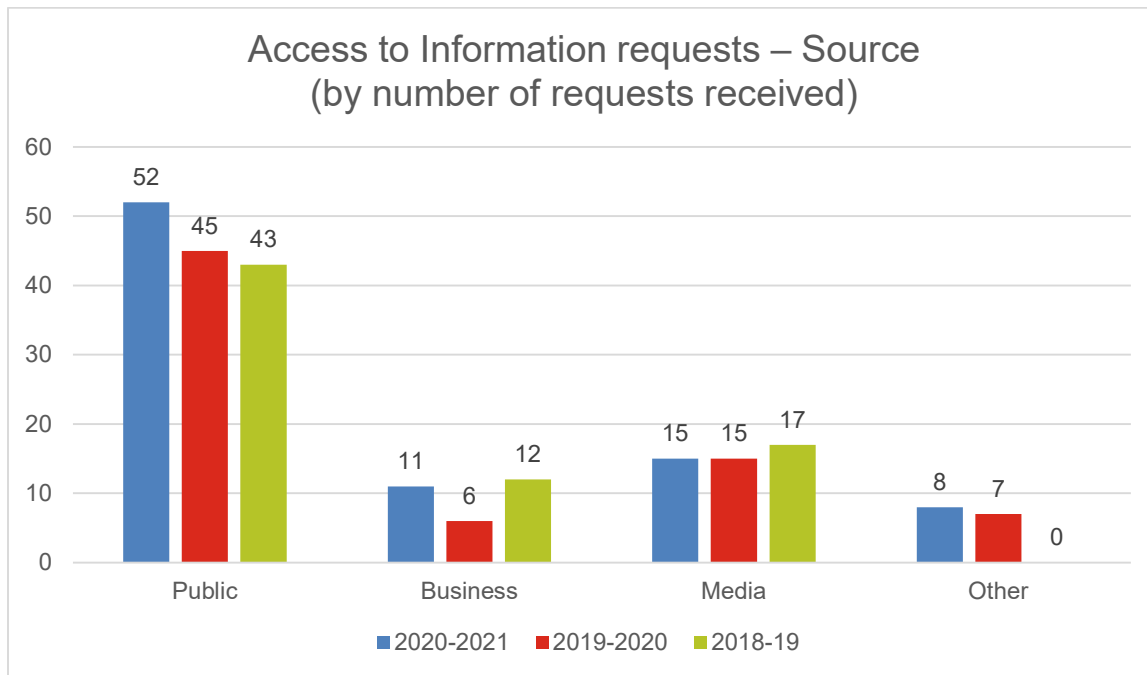


### 8.2 Volumes

The volumes of formal requests increased slightly in 2020-21, compared to the past two reporting periods.



### 8.3 Sources





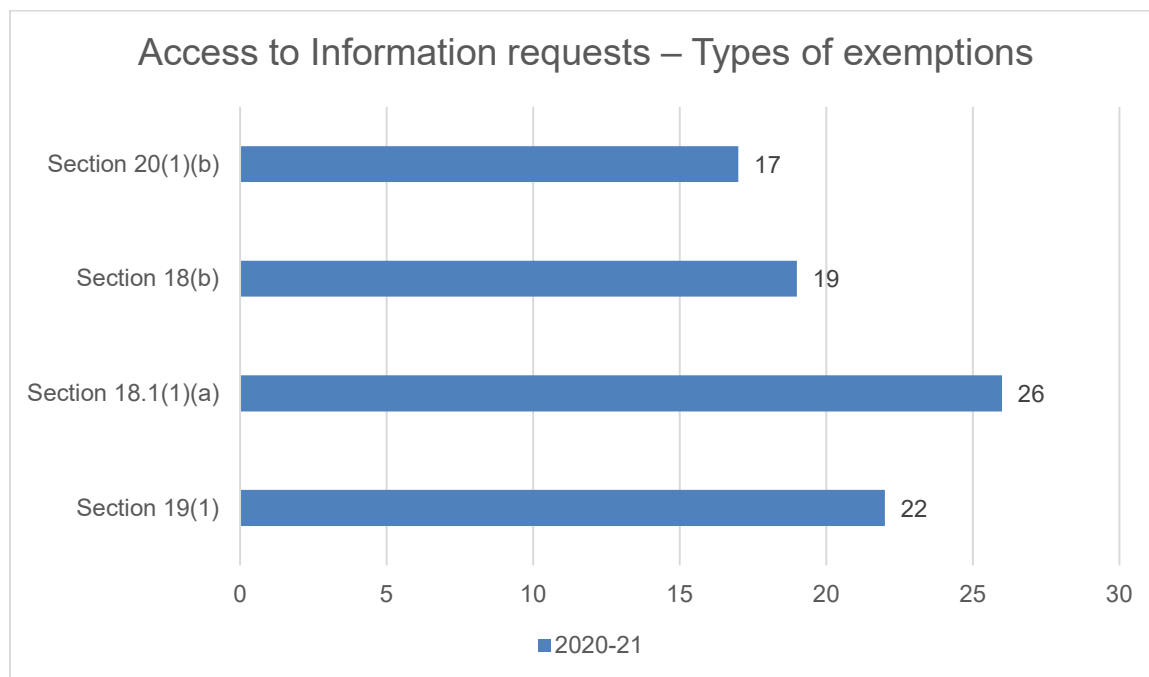
### 8.4 Completion Time

During the 2020-21 period, 59 out of 74 formal requests were closed on time, which represented a rate of 79.7%. In 2019-20, the rate was 93.8% and in 2018-19, 88%. The operational challenges during the pandemic as well as staff turnover issues contributed to the rate of completion during this reporting period.

### 8.5 Exemptions

In 2020-21, the exemptions in the Act that were applied to records most frequently included the following:

- Section 18.1(1)(a) – Canada Post’s confidential and commercially sensitive information
- Section 19(1) – personal information
- Section 18(b) – prejudice to competitive position
- Section 20(1)(b) – confidential information supplied by a third party



### 8.6 Exclusions

In 2020-21, there were two exclusions invoked under section 68(a). Under this provision, certain information is excluded such as published material and/or material available for purchase by the public. This year, the exclusions were related to Canada Post’s premium data licence products which are available for purchase.

## 8.7 Extensions

A total of 29 extensions were taken in this reporting period. This number has remained relatively constant for the last three reporting periods.

In 2020-21, 14 extensions were taken pursuant to section 9(1)(a) of the Act due to the large number of records involved and the fact that meeting the original time limit would unreasonably interfere with operations. Eight extensions were taken pursuant to section 9(1)(b) for internal consultations or consultations with other government departments and seven extensions were taken pursuant to section 9(1)(c) to consult with third parties.

## 9. Monitoring the Processing of ATI Requests

The ATI Directorate continued to seek opportunities to strengthen accountability in order to meet the legislative requirements. A number of measures continue to be in place to monitor and evaluate the processing of access to information requests.

Canada Post uses Amanda 7 software by Calytera (formerly CSDC Systems) to manage all requests received under the Act. The software has a functionality that allows the Manager of Access to Information and Privacy to monitor the status and time taken to process ATI requests.

In addition, the ATI Directorate conducted these activities:

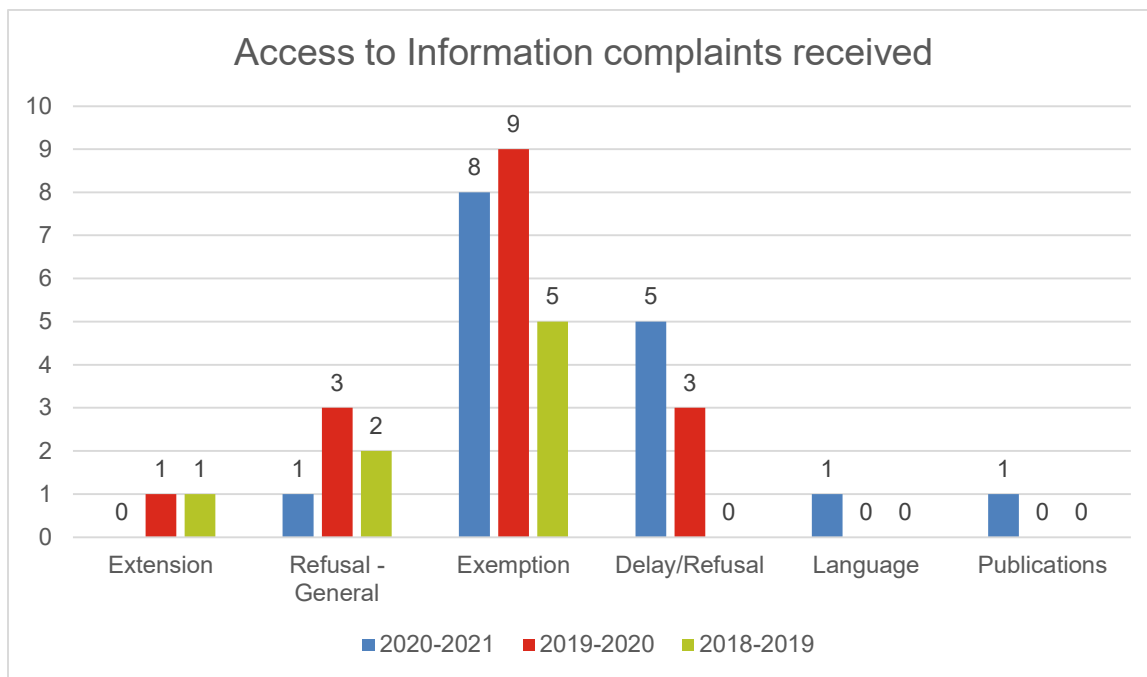
- weekly file management reviews of ATI requests with ATI officers;
- monthly review with the General Manager, Corporate Compliance and Regulatory Affairs;
- monthly meetings with the ATI Advisory Committee;
- regular ATI program and request updates to the Senior Vice-President of Corporate Affairs and Sustainability;
- as needed, briefings to the President and CEO, and briefings to senior executives and OPIs on key requests;
- monitoring of monthly scorecards to measure criteria against objectives set for the year:
  - percentage of formal active requests on time;
  - percentage of requests responded to on time;
  - deemed refusal rate.
- tracking of performance metrics for each request completed to evaluate consistency in request processing:
  - on-time closure;
  - commitment to work plans for requests with extensions;
  - errors or inconsistencies in the severing information and application of exemptions.

During the reporting period, Canada Post continued to function as an essential service to Canadians. While the ATI Directorate was able to remain fully functional, there continued to be operational pressures that challenged the retrievals and review of records. This resulted in some delays and necessitated the use of section 9 of the Act to seek extensions for files.

In addition, many government organizations and third parties that Canada Post consulted were also impacted operationally by the pandemic and were unable to respond in a timely fashion due to lockdown and stay-at-home orders that were in place from time to time.

The use of the ePost Connect™ tool has continued to be the secure and efficient online tool to disclose electronic records.

## 10. Complaints



Complaints give Canada Post the opportunity to liaise with the Office of the Information Commissioner and have discussions about the Corporation’s approach to disclosure and the interpretation of key sections of the Act – in particular, sections 18.1(1)(a), and 18(b), which are critical provisions that protect the financial and business information of Canada Post in the fulfilment of its mandate as a self-sustaining financial Corporation.

The Corporation received 16 complaints in the 2020-21 reporting period – the same number as the previous year. Eight of these complaints were related to the exemptions applied to the records, five related to delay, one with respect to the refusal to provide records, and one concerning publication of ATI request summaries online. A complaint with respect to language is currently under review with the Office of the Information Commissioner.

The ATI Directorate continued to work closely with the Office of the Information Commissioner of Canada to close 16 complaints. In 2018-19, there was a backlog of 94 complaints. Of these complaints, 88 have now been closed; six are on-going.

## 11. Training and Awareness

In 2020-21, the ATI Directorate worked closely with its OPI network to provide guidance and assistance in their retrieval and response to requests for information.

The ATI Directorate also provided training to the newly appointed OPIs and LOs to better understand their roles and responsibilities under the Act and in the ATI request process.

In addition to regular in-house training throughout the year, the ATI Directorate attends external meetings, conferences, and other online training to increase knowledge and expertise in areas of access to information and privacy.

## 12. Policies and Guidelines

During the reporting period, Canada Post continued to provide its monthly proactive disclosure of business travel and hospitality expenses to include members of the Board of Directors and senior management. The information is listed at [canadapost.ca](https://canadapost.ca).

In 2020-21, the ATI Directorate reviewed its guidance documents for OPIs and LOs and updated the reference documents for LOs to assist in record searches and request processing.

The ATI Directorate also undertook a corporate records mapping exercise to assist the team in the retrieval of records from various business areas. This document is a valuable resource which gives an overview of the Corporation's structure and identifies where certain types of records may be held.

## 13. Conclusion

In 2020-21, Canada Post successfully functioned as an essential service to all Canadians during the challenges of the COVID-19 pandemic. For both Canada Post's customers and consumers, the acceleration of online digital sales increased at a rate that would not have been expected for several years. The Parcels line of business continues to grow at an exponential rate as Canada Post competes in an ever-challenging marketplace. As Canada Post pivoted its business to respond, challenges became opportunities that provided an impetus to transform the business.

Canada Post is committed to enhancing its approach to transparency that supports and aligns with its ESG-driven strategy. Transparency is central to Canada Post's ESG strategy. Transparency has also been a foundational element in the responsibility and accountability that the ATI Directorate assumes in its administration under the *Access to Information and Privacy Acts* for the Canadians' right to access information held by governmental institutions – including Crown corporations such as Canada Post.

The ATI Directorate has aligned its priorities around the needs of Canadians for further accountability and transparency of information and the Corporation's commitment to enhanced transparency. The ATI Directorate is developing strategies to consider proactive disclosures of non-commercial information that may be in the public interest as a part of the overall enhanced transparency framework.

While committing to an enhanced transparency framework, it is also critical that the Corporation protects its proprietary and commercially sensitive information as well as the information of our partners, suppliers, and customers under the Act. This accountability is fundamental to these relationships and the trust they have in the Corporation. Canada Post continues to balance the principle of transparency, while meeting these obligations under the Act in the highly competitive business context in which it operates.

The challenges of the 2020-21 year ended with many successes for the ATI program. The program continues to evolve and mature with even clearer alignment to many strategic directions and goals of the business transformation.

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<sup>TM</sup> Trademark of Canada Post Corporation.

Appendix A – Delegation Order – **To be revised with new delegation pending CEO’s signature**

**CANADA POST CORPORATION**  
**DELEGATION ORDER**

The President and Chief Executive Officer of the Canada Post Corporation, Doug Ettinger, on this \_\_\_ day of \_\_\_\_\_ 2021, pursuant to section 95(1) of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto to exercise the powers and perform the duties and functions of the President and Chief Executive Officer, the Head of the Institution, for the purposes of the *Access to Information Act*, as set out hereto in the schedule below.

**Delegation of Powers, Duties or Functions  
Pursuant to Section 95(1) of the Access to Information Act**

		<b>Delegation Order</b>					
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice President Corporate Affairs and Sustainability</b>	<b>General Manager &amp; Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
4(2.1)	Duty to Assist: Responsibility of government institutions	X	X	X	X		
7(a)	Notice when access requested within 30 days	X	X	X	X	X	
7(b)	Giving access to record or part thereof	X	X	X	X		
8(1)	Transfer of request to another government institution	X	X	X	X		
9	Extension of time limits for responding to request and issue notice	X	X	X	X		
11 (2)(3)(4)(5)(6)	Administration and Collection of fees	X	X	X	X	X	

<b>Delegation Order</b>							
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice President Corporate Affairs and Sustainability</b>	<b>General Manager &amp; Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
12(2)(b)	Language of access	X	X	X	X	X	
12(3)(b)	Access in an alternative format	X	X	X	X	X	

**Exemption Provisions of the Access to Information Act**

<b>Delegation Order</b>							
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice President Corporate Affairs and Sustainability</b>	<b>General Manager &amp; Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
13	Exemption – Information obtained in confidence from other gov'ts/organizations	X	X	X	X		
14	Exemption – Federal-provincial affairs	X	X	X	X		
15	Exemption – International affairs and defence	X	X	X	X		
16	Exemption – Law enforcement and investigations	X	X	X	X		
16.5	Exemption – <i>Public Servants Disclosure Protection Act</i>	X	X	X	X		
17	Exemption – Safety of Individuals	X	X	X	X		
18	Exemption – Economic interests of Canada	X	X	X			
18.1	Exemption – Economic interests of the Canada Post Corporation	X	X	X			

<b>Delegation Order</b>							
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice President Corporate Affairs and Sustainability</b>	<b>General Manager &amp; Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
19	Exemption – Personal information	X	X	X	X		
20	Exemption – Third-party information	X	X	X	X		
21	Exemption – Operations of Government	X	X	X	X		
22	Exemption – Testing procedures, tests and audits	X	X	X	X		
22.1	Exemption – Audit working papers and draft audit reports	X	X	X	X		
23	Exemption – Solicitor-client privilege	X	X	X	X		
24	Exemption – Statutory prohibitions against disclosure	X	X	X	X		

**Other Provisions of the Access to Information Act**

<b>Delegation Order</b>							
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice President Corporate Affairs and Sustainability</b>	<b>General Manager &amp; Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
25	Severability	X	X	X	X		
26	Exception – refusal of access where info to be published	X	X	X	X		
27(1),(4)	Third-party notification	X	X	X	X	X	
28(1)(b),(2),(4)	Third-party representations and decision	X	X	X	X		



<b>Delegation Order</b>							
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice President Corporate Affairs and Sustainability</b>	<b>General Manager &amp; Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
29(1)	Disclosure of record where the Information Commissioner recommends disclosure	X	X	X			
33	Shall advise Information Commissioner of third-party that has been notified when refusing to disclose record	X	X	X	X		
35(2)(b)	Right to make representations in course of investigation	X	X	X			
37(4)	Notice to Information Commissioner where Access to record given previously withheld records	X	X	X			
43(1)	Provide notice to third party upon application to Federal court for judicial review by third party or OIC	X	X	X	X		
44(2)	Provide notice to applicant upon application to Federal Court for judicial review by third party or OIC	X	X	X	X		
52(2)(b),(3)	Request special rules for hearings	X	X	X	X		
71(1)	Provide facilities for inspection of manuals and exclude exempted information	X	X	X	X		
72	Prepare for submission Annual Report to Parliament of the administration of this Act	X	X	X			

### Delegation of Powers, Duties or Functions Pursuant to the Access to Information Regulations

<b>Delegation Order</b>							
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President Corporate Affairs and Sustainability	General Manager & Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
<b>6(1)</b>	Transfer of request	X	X	X	X	X	
<b>7(2)</b>	Search and preparation fees	n/a	n/a	n/a	n/a	n/a	
<b>7(3)</b>	Production and programming fees	n/a	n/a	n/a	n/a	n/a	
<b>8</b>	Providing access to record(s)	X	X	X	X	X	
<b>8.1</b>	Limitations in respect to format	X	X	X	X	X	

NB: The Director, Access to Information and Privacy, and the Managers of the Access to Information and Privacy programs are authorized to designate in writing a member of their staff to act on their behalf in case of absence or unavailability.

DATED, at the City of \_\_\_\_\_, this \_\_\_\_\_ day of \_\_\_\_\_, 2020

\_\_\_\_\_ - Doug Ettinger, President and CEO, Canada Post Corporation

## Appendix B – Canada Post Corporation Wholly Owned Subsidiaries

### 1. Introduction

The information contained in this report relates to the administration of the *Access to Information Act* by the following wholly owned subsidiaries of the Corporation from April 1, 2020, to March 31, 2021.

### 2. Activities

#### 2.1 2875039 Canada Limited

As a holding company, 2875039 Canada Limited does not employ staff, but elects a director who is also the president and secretary of the company.

2875039 Canada Limited was incorporated on December 4, 1992, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation and holds interests in Purolator Holdings Ltd.

#### 2.2 2875047 Canada Limited

As a holding company, 2875047 Canada Limited does not employ staff, but elects a director who is also the president and secretary of the company.

2875047 Canada Limited was incorporated on December 4, 1992, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation. It is currently inactive.

#### 2.3 3906949 Canada Inc.

As a holding company, 3906949 Canada Inc. does not employ staff, but elects a director who is also the president and secretary of the company.

3906949 Canada Inc. was incorporated on June 15, 2001, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation and holds interests in SCI Group Inc.

### 3. Delegation of authority

There is no delegation of authority applicable to any wholly owned subsidiary of the Corporation.

### 4. Request activity

Canada Post's wholly owned subsidiaries did not receive any access to information requests in 2020-21.

## Appendix C – Treasury Board Secretariat Statistical Report



Government of Canada  
Gouvernement du Canada

### Statistical Report on the *Access to Information Act*

Name of institution: \_\_\_\_\_ Canada Post Corporation \_\_\_\_\_

Reporting period: 2020-04-01 to 2021-03-31

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

##### 1.1 Number of requests

	Number of Requests
Received during reporting period	86
Outstanding from previous reporting period	15
<b>Total</b>	101
Closed during reporting period	74
Carried over to next reporting period	27

##### 1.2 Sources of requests

Source	Number of Requests
Media	15
Academia	4
Business (private sector)	11
Organization	4
Public	52
Decline to Identify	0
<b>Total</b>	86

##### 1.3 Informal 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	
0	1	2	0	0	0	0	3

Note: All requests previously recorded as “treated informally” will now be accounted for in this section only.

Canada

## Section 2: Decline to act vexatious, made in bad faith or abuse of right requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
<b>Total</b>	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Carried over to next reporting period	0

## Section 3: Requests Closed During the Reporting Period

### 3.1 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	0	9	2	0	1	0	0	12
Disclosed in part	0	6	12	10	8	1	4	41
All exempted	0	1	0	0	0	0	0	1
All excluded	0	1	1	0	0	0	0	2
No records exist	1	5	1	0	0	0	0	7
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	9	2	0	0	0	0	0	11
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	10	24	16	10	9	1	4	74

### 3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	2	16(2)	1	18(a)	6	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	19	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	8	18(d)	0	21(1)(a)	6
13(1)(e)	0	16(3)	0	18.1(1)(a)	26	21(1)(b)	4
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	22	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	3
15(1) - Def.*	0	16.3	0	20(1)(b)	17	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	0	16.6	0				
16(1)(c)	1	17	0				
16(1)(d)	0						

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

### 3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	2	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

### 3.4 Format of information released

Paper	Electronic	Other
4	49	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
15462	6066	67

### 3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	11	54	1	473	0	0	0	0	0	0
Disclosed in part	26	628	8	1218	2	516	5	3177	0	0
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	1	0	0	0
Request abandoned	11	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	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
<b>Total</b>	<b>50</b>	<b>682</b>	<b>9</b>	<b>1691</b>	<b>2</b>	<b>516</b>	<b>6</b>	<b>3177</b>	<b>0</b>	<b>0</b>

### 3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	10	0	0	0	10
All exempted	15	0	0	0	15
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
<b>Total</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	59
Percentage of requests closed within legislated timelines (%)	79.7

### 3.7 Deemed refusals

#### 3.7.1 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
15	15	0	0	0

#### 3.7.2 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	4	4	8
16 to 30 days	0	0	0
31 to 60 days	0	1	1
61 to 120 days	0	1	1
121 to 180 days	0	1	1
181 to 365 days	0	0	0
More than 365 days	0	4	4
<b>Total</b>	4	11	15

### 3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	1	0	1
French to English	0	0	0
<b>Total</b>	1	0	1



## Section 4: Extensions

### 4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1	0	1	0
Disclosed in part	13	0	7	7
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	14	0	8	7

### 4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	10	0	0	0
31 to 60 days	2	0	3	1
61 to 120 days	2	0	5	5
121 to 180 days	0	0	0	1
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	14	0	8	7

## Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	79	\$395	7	\$35
Other fees	0	\$0	0	\$0
<b>Total</b>	79	\$395	7	\$35

## Section 6: Consultations Received From Other Institutions and Organizations

### 6.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	17	393	3	21
Outstanding from the previous reporting period	2	46	0	0
<b>Total</b>	19	439	3	21
Closed during the reporting period	17	244	2	7
Carried over to next reporting period	2	195	1	14

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	3	2	6	1	0	0	0	12
Disclose in part	0	1	2	1	0	1	0	5
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	3	3	8	2	0	1	0	17

### 6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	0	2	0	0	0	0	0	2
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	0	2	0	0	0	0	0	2

## Section 7: Completion Time of Consultations on Cabinet Confidences

### 7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

### 7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 8: Complaints and investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations	Section 37 Reports of finding received	Section 37 Reports of finding containing recommendations issued by the Information Commissioner	Section 37 Reports of finding containing orders issued by the Information Commissioner
16	0	0	0	0	0

## Section 9: Court Action

### 9.1 Court actions on complaints received before June 21, 2019 and on-going

Section 41 (before June 21, 2019)	Section 42	Section 44
0	0	0

### 9.2 Court actions on complaints received after June 21, 2019

Section 41 (after June 21, 2019)				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

## Section 10: Resources Related to the Access to Information Act

### 10.1 Costs

Expenditures	Amount
Salaries	\$311,654
Overtime	\$0
Goods and Services	\$90,309
• Professional services contracts	\$18,487
• Other	\$71,822
<b>Total</b>	<b>\$401,963</b>

### 10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	3.600
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.091
Students	0.000
<b>Total</b>	<b>3.691</b>

Note: Enter values to three decimal places.



## Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act*

Name of institution: Canada Post Corporation

Reporting period: 2020-04-01 to 2021-03-31

### Section 1: Capacity to Receive Requests

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

### Section 2: Capacity to Process Records

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	23	0	29	52
Protected B Paper Records	23	0	29	52
Secret and Top Secret Paper Records	23	0	29	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	0	52	52

