

Access to Information 2021-22

April 2021-March 2022



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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 72. Canada Post's financial year aligns with the calendar year and reporting is done annually. As required by the Treasury Board of Canada Secretariat, this report covers the period from April 1, 2021, to March 31, 2022.

2. Mandate

The Canada Post Group of Companies consists of the Canada Post segment and subsidiaries Purolator Holdings Ltd., SCI Group Inc. and Innovapost Inc. The Group of Companies employed more than 84,500 people (paid full-time and part-time employees, including temporary, casual and term employees) in 2021, including more than 68,000 in the Canada Post segment. The Group of Companies delivered approximately 6.9 billion pieces of mail, parcels, and messages in 2021 to 17 million addresses across Canada. The Canada Post segment operates the largest retail network in Canada with close to 6,000 post offices across the country. It has a mandate to securely serve every Canadian address while maintaining financial self-sustainability.

In 2021, Canadian households and businesses continued to migrate to digital communication, online banking and online shopping, trends that accelerated due to COVID-19. At the same time, Lettermail™ volumes have declined significantly and steadily for more than a decade. Canada Post delivered 62 per cent fewer pieces of mail in 2021 than in the peak year of 2006. While the drop in Lettermail has significantly impacted Canada Post's business model, which was founded on paper-based communications, it has provided the Corporation with an opportunity to transform the business and refocus its strategic direction on the ecommerce boom and the changing needs of Canadians.

Parcels revenue (nearly \$3.7 billion) generated 50% of Canada Post revenue in 2021, compared to 21 per cent in 2011. While Canada Post continues to move record-high domestic parcel volumes through our network, it must respond to better serve the changing postal needs of Canadians and Canadian businesses. To grow the business and better meet these needs, Canada Post is investing to expand capacity, improve the customer experience and innovate its operations.

Canada Post continues to securely provide an essential service to Canadians. Operating on a financially self-sustaining basis with revenue generated in a highly competitive market, it is critical that we protect commercially sensitive information. While the majority of government documents are non-commercial by definition, the opposite is true at Canada Post, where the majority of documents are commercial in nature.

™ Trademark of Canada Post Corporation.

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

Canada Post has been subject to the *Access to Information Act* (the Act) since September 1, 2007. The Corporation is strongly committed to meeting its statutory obligations. It is of paramount importance that the requesters' right of access is respected and balanced with the protection of commercially sensitive, confidential 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 order to reflect this operating reality, Section 18.1(1)(a) was added to the Act in 2007, for Canada Post's exclusive use and to acknowledge the unique commercial context in which it operates.

Canada Post embraces the principle of transparency as a Crown corporation that serves Canadians. It is committed to its corporate environmental, social and governance (ESG) strategy that situates transparency as an important foundational value and objective. 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, the *Canada Postal Guide*, the *Sustainability Report* and through regular disclosures on **canadapost.ca**. In the context of access to information, transparency informs the approach to requests for information made under the Act. Canada Post 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.

4. Organizational Structure

During the reporting period, the Access to Information and Privacy (ATI and Privacy) Directorate was part of the Corporate Compliance and Regulatory Affairs team (CCRA) within the Corporate Affairs and Sustainability portfolio.

The ATI and Privacy Directorate is responsible for the administration of the Act, the operational accountability for the program, as well as the administration and processing of access requests under both the *Access to Information Act* and the *Privacy Act* received by Canada Post.

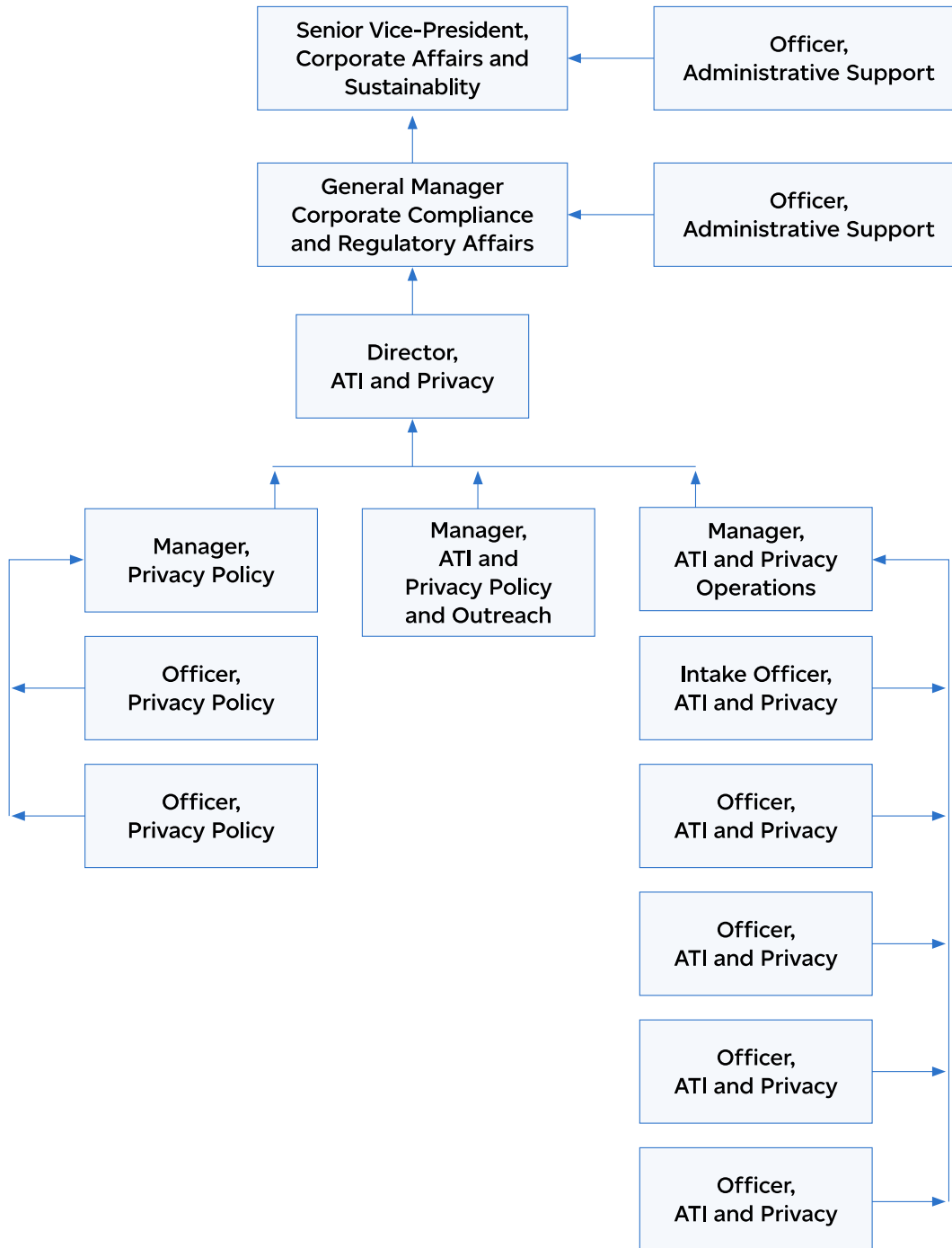
During the 2021-22 reporting period, the team included four access to information and privacy officers and one intake officer, reporting to the Manager of ATI and Privacy Operations. In 2022, the team expanded to include a Manager of ATI and Privacy Policy and Outreach. Both managers report to the Director 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 of Canada Secretariat, 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 March 31, 2022.

Corporate Compliance and Regulatory Affairs organizational chart



5. Delegation of Authority

In May 2020, the delegation order was revised pursuant to section 96 of the *Access to Information Act*. The President and CEO's authority is delegated in order to meet key legislative requirements, while enabling efficiencies and managing risk at the appropriate levels in the Corporation. As required by the Treasury Board of Canada Secretariat, a copy of the delegation order is included in Appendix A.

6. Governance

The ATI and Privacy 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 from key lines of business, has a mandate to support the ATI and Privacy 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 with respect to new requests received during the month. It also helps resolve and escalate issues related to the processing of active access to information requests.

7. Access to Information Program

7.1 Successes and Challenges

In 2021-22, the ongoing pandemic continued to present opportunities and challenges to the operations of the ATI program.

Prior to the pandemic, information releases under the Act were paper based. By the end of the 2021-22 reporting period, 86 out of the 88 ATI requests were sent electronically to requesters. The use of Canada Post ePost Connect™ tool has continued to be the secure and efficient online tool to disclose electronic records.

Canada Post has not been spared by the widespread shortage of a qualified labour force to fill vacancies within its ATI and Privacy team. This has brought significant challenges, starting with the hiring and retention of employees, which in turn had an effect, at times, on Canada Post's ability to process records on time. The ATI and Privacy Directorate continues to develop a hiring strategy and exploring sustainable solutions to address this challenge and maintain a stable and thriving workforce.

Consultations with third parties and government institutions were also challenging during this reporting period as many organizations continued to deal with workforce issues, limited operations, lengthy time delays.

7.2 Education and Awareness

In 2021-22, with the hiring of a Manager of ATI and Privacy Policy and Outreach, a strategy has been developed with the objective of providing targeted training and awareness for key internal stakeholders, OPIs and LOs.

The ATI Directorate collaborates with other areas of CCRA, including the Privacy Office and Information and Records Management to ensure that the training and awareness strategy is comprehensive.

7.3 Process Improvements

Canada Post continually seeks to develop and improve the efficiency of its internal processes. This year, an extensive review of the ATI and Privacy Directorate's process has been undertaken, with the assistance of an external consultant. A number of areas and opportunities for improvement have been identified and implemented. Work has begun on some of the recommendations, such as mapping Canada Post's records and OPIs, drafting of guidance documents on the processing of various requests received by the ATI and Privacy Directorate. Within the next year, the ATI and Privacy Directorate will continue to focus on certain projects to implement concretely.

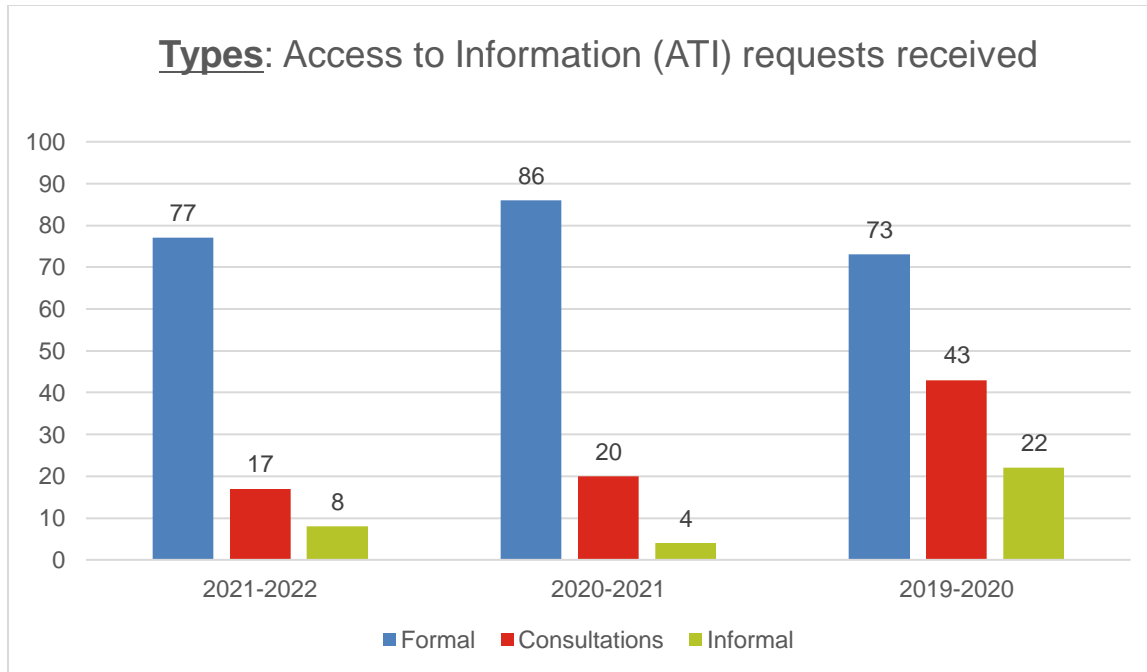
8. Requests

8.1 Types

The number of formal requests received under the Act in 2021-22 has decreased compared to the 2020-21 reporting period. On the other hand, for this reporting period, the number of informal requests received doubled when compared to 2020-21.

Although every access to information request is unique, it is to be noted that for the 2021-22 reporting period, the following topics appeared to be of particular interest to Canadians:

1. COVID-19 (statistics of a number of cases, processes, policies, talk tracks, minutes of meetings, directives, etc.);
2. Minutes of meetings held between Canada Post stakeholders;
3. Vaccine mandate (statistics on vaccinated employees, vaccine mandate, vaccine accommodation);
4. Contracts and/or requests for proposals;
5. Corporate policies, directives and practices regarding various topics.



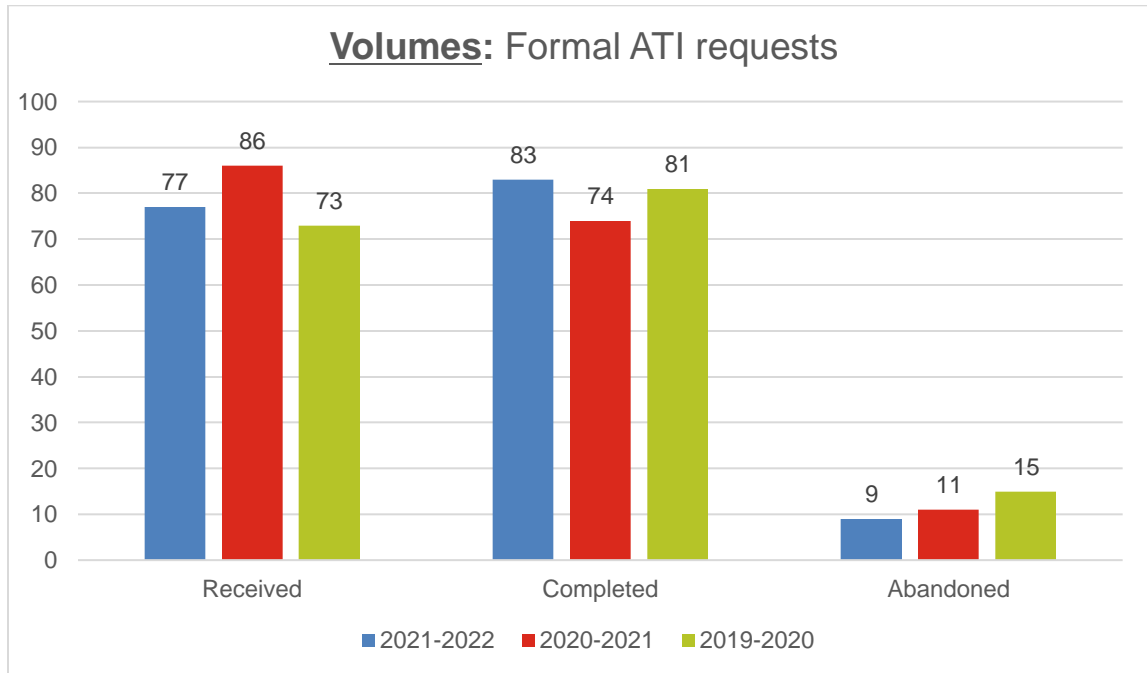
Formal ATI requests: Requesters can seek to obtain corporate records under the control of Canada Post.

ATI consultations: Any record or set of records responding to a particular request that is transmitted from the ATI and Privacy Directorate of another government institution to Canada Post’s ATI and Privacy Directorate for review by that ATI and Privacy Directorate and/or Office(s) of Primary Interest within their respective institution. The consultations provide Canada Post with the opportunity to express any concerns with the disclosure of information contained in the record / set of records.

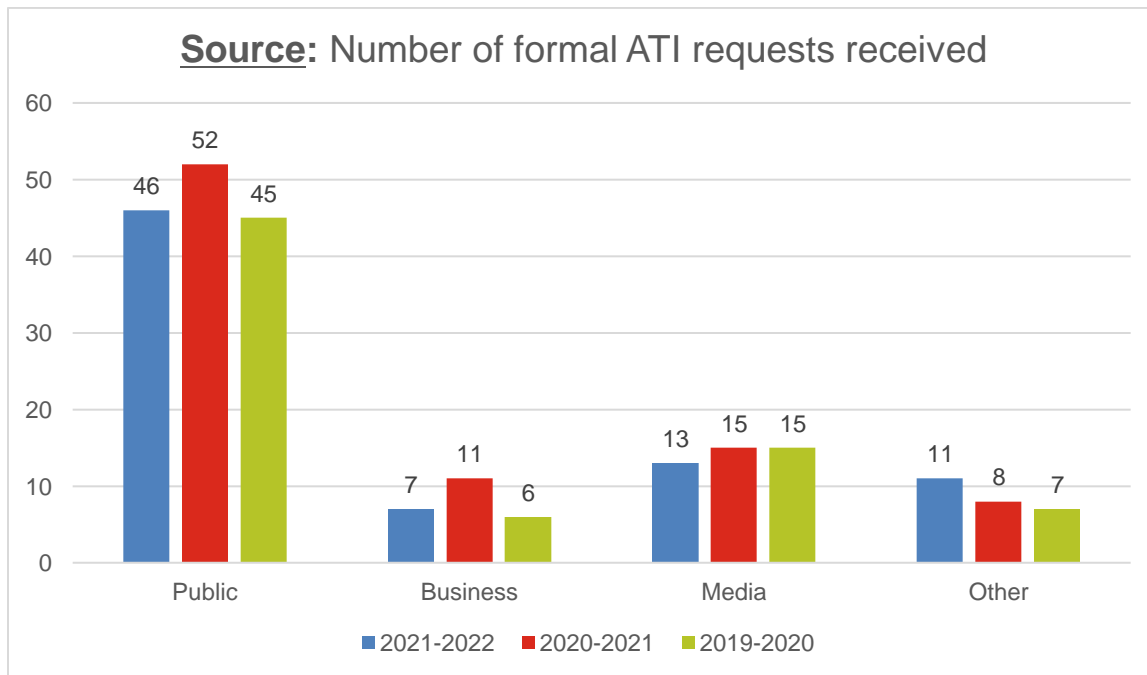
Informal ATI requests: Requesters can seek to obtain records that were released as a result of a previous access to information requests completed by the ATI and Privacy Directorate.

8.2 Volumes

In 2021-22, the ATI and Privacy Directorate completed more requests than it received. This can be explained by the carry-over of requests from the previous reporting period (2020-21).



8.3 Sources



Public: Includes any requester who has identified themselves as a Canada Post employee, customer or generally as a member of the public when submitting their request.

Business: Includes but is not limited to representatives of private sector companies or corporations, information brokers, lawyers, agents, consultants, paid lobbyists, etc. This category also includes any requesters who have identified themselves as “Business” when submitting their request.

Media: Includes but is not limited to journalists, reporters (newspapers, television, or other media sources) and researchers (newspapers, television, or other media sources). This category also includes any requesters who have identified themselves as “Media” when submitting their request.

Other: Includes requests originating from academia and organizations (e.g. non-profit) when submitting their request.

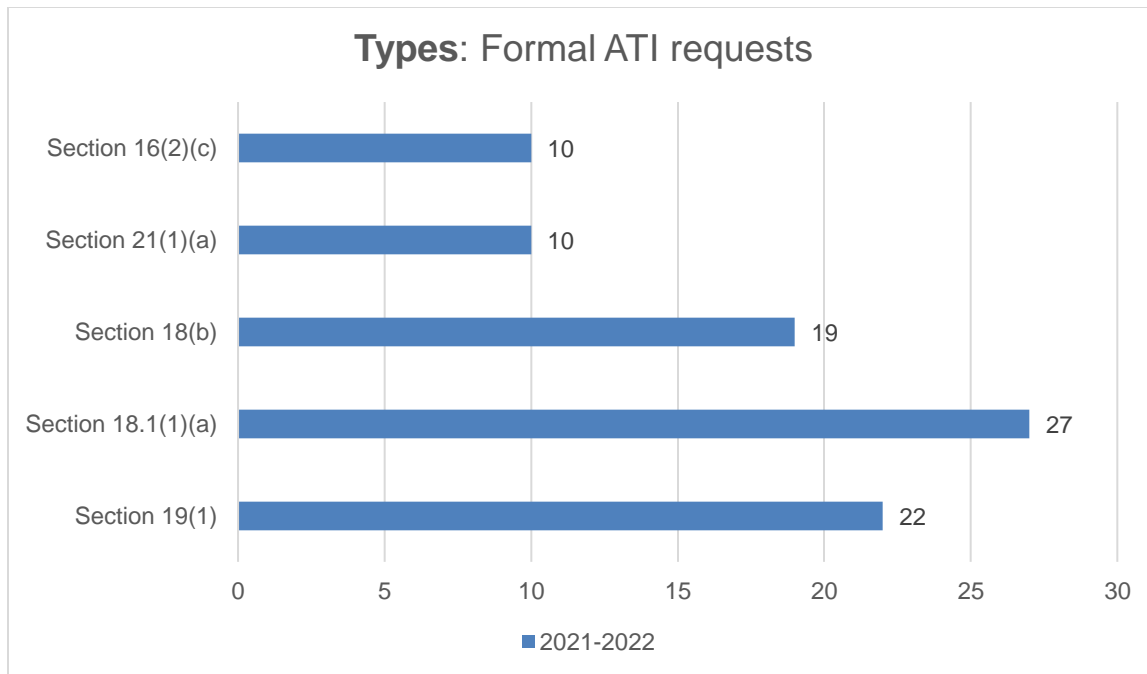
8.4 Completion Time

During the 2021-22 period, Canada Post managed to improve the completion rate to 95.2% despite facing many ongoing continuing challenges as the pandemic continued including staffing and remote work. In 2020-21, the on-time completion rate was 79.7%.

8.5 Exemptions

In 2021-22, the exemptions in the Act that were applied most frequently included the following:

- Section 16(2)(c) – methods employed to protect buildings, structures or systems
- Section 21(1)(a) – advice or recommendations
- Section 18(b) – prejudice to competitive position
- Section 18.1(1)(a) – Canada Post’s confidential and commercially sensitive information
- Section 19(1) – personal information



These exemptions continue to reflect the reality of Canada Post as a Crown Corporation that is required to be financially self-sustaining while competing in the highly competitive ecommerce and parcel delivery environment during the time of the global COVID-19 pandemic.

8.6 Exclusions

In 2021-22, there were no exclusions invoked under the Act.

8.7 Extensions

In 2021-22, a total of 52 extensions were taken in this reporting period.

More precisely, 33 extensions were required under 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. Five extensions were taken under section 9(1)(b) for internal consultations or consultations with other government departments and 14 extensions were taken under section 9(1)(c) to consult with third parties.

9. Monitoring the Processing of ATI Requests

The ATI and Privacy 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.

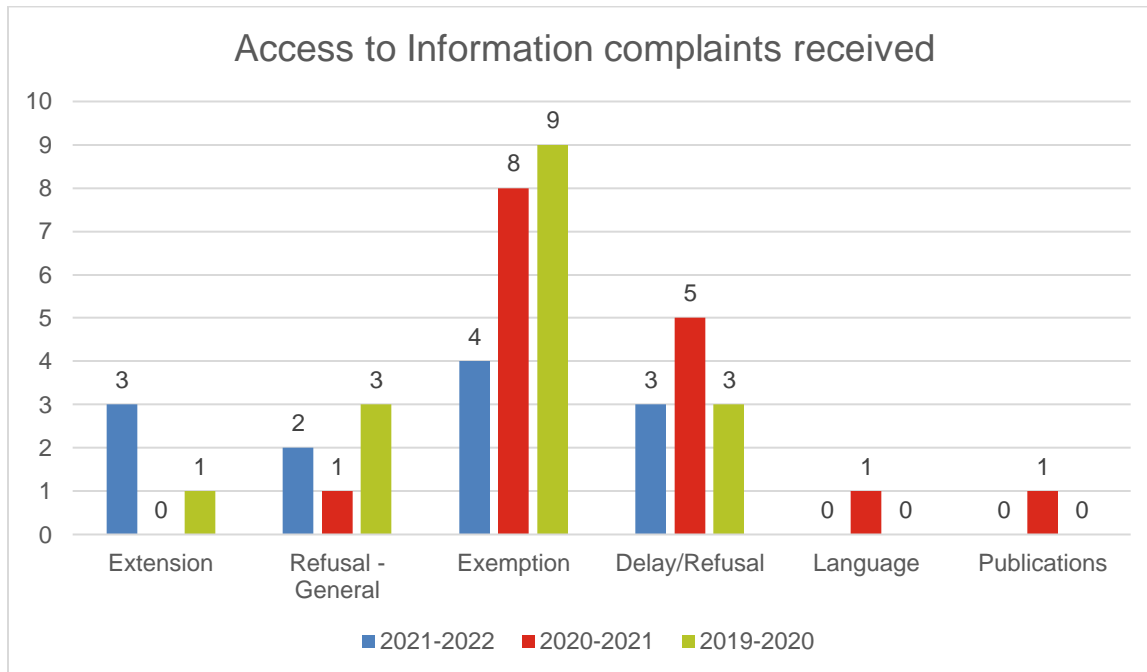
Canada Post uses Amanda 7 software by Calytera (formerly CSDC Systems) to manage all requests received under the Act. The software has a functionality that allows the Manager of Access to Information and Privacy to monitor the status and time taken to process ATI requests.

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.

While the ATI and Privacy Directorate was able to remain fully functional during this reporting period, 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.

10. Complaints



Complaints give Canada Post the opportunity to liaise with the Office of the Information Commissioner (OIC) 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.

The Corporation received 12 complaints in the 2021-22 reporting period – a decrease compared to the previous year. Four of these complaints were related to the exemptions applied to the records, three related to delay, two with respect to the refusal to provide records, and three concerning extensions.

The ATI and Privacy Directorate proactively engaged the OIC and maintained an ongoing dialogue in order to foster the relationship and encourage a collaborative approach. There is a focus and intention to effectively resolve outstanding complaints as well as aim for an early resolution of the complaints where possible.

11. Training and Awareness

In 2021-22, a Manager of ATI Policy and Outreach was hired as an integral member of the ATI and Privacy team. The mandate of the Manager is to deliver training and education/awareness to both the internal ATI team and the network of the OPIs and LOs – as well as the development of guidance, learning tools and policy documents for the internal team and the Corporation.

This year, the ATI and Privacy Directorate worked closely with its OPI network to provide guidance and assistance in their retrieval and response to requests for information – and in

particular with targeted areas of the Corporation that holds many records and receives many access requests under both the *Access to Information Act* and the *Privacy Act*.

The ATI and Privacy Directorate also provided training to the newly appointed OPIs and LOs in conjunction with the Information and Records Management team so our corporate partners better understand their roles and responsibilities under the Act as well as the obligations regarding information management and the retention, storage and destruction of business records.

In addition to regular in-house training throughout the year, members of the ATI and Privacy Directorate attended external meetings and benefitted from tailored training provided by an external consultant on the application and interpretation of the *Access to Information Act* conferences, and other online training to increase knowledge and expertise in areas of access to information and privacy.

12. Policies and Guidelines

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

13. Conclusion

The ATI and Privacy Directorate is committed to an approach to access to information that is aligned with the needs of Canadians for further accountability and transparency of information. However, 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.

In 2021-22, during the second year of the COVID-19 pandemic, Canada Post continued to successfully function as an essential service to all Canadians. It has also pivoted its business to respond to the changing marketplace and opportunities to transform. The work from home environment and evolving hybrid workplace has transformed the ATI and Privacy Directorate into a paperless environment. While this is an obvious benefit environmentally, it has also resulted in efficiencies in the processing of records and disclosure of records to requesters.

This year, the ATI Directorate has continued to deal with staffing hiring challenges which have also been endemic to the ATI and Privacy community generally. The OIC and the Treasury Board of Canada Secretariat are working with institutions to provide support and find solutions to solve these issues. Canada Post continues to evolve and successfully meet the challenges of its internal and external environments while aligning to the strategic directions and goals of Canada Post’s business transformation.

Appendix A – Delegation Order

CANADA POST CORPORATION **DELEGATION ORDER**

The President and Chief Executive Officer of the Canada Post Corporation, Doug Ettinger, on this 23 day of September 2021, pursuant to section 96(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 96(1) of the Access to Information Act

Delegation Order							
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
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	
12(2)(b)	Language of access	X	X	X	X	X	

Delegation Order							
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
12(3)(b)	Access in an alternative format	X	X	X	X	X	

Exemption Provisions of the Access to Information Act

Delegation Order							
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
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			

Delegation Order							
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
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

Delegation Order							
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
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	

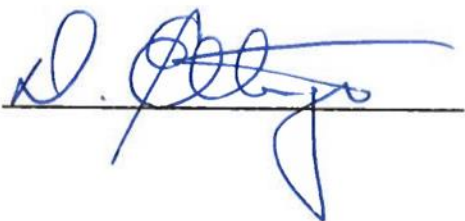
		Delegation Order					
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President Corporate Affairs and Sustainability	General Manager & Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
28(1)(b),(2),(4)	Third-party representations and decision	X	X	X	X		
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**

Delegation Order							
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
6(1)	Transfer of request	X	X	X	X	X	
7(2)	Search and preparation fees	n/a	n/a	n/a	n/a	n/a	
7(3)	Production and programming fees	n/a	n/a	n/a	n/a	n/a	
8	Providing access to record(s)	X	X	X	X	X	
8.1	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 Ottawa, this 23 day of September, 2021

 _____ - 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, 2021, to March 31, 2022.

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 Act* requests in 2021-22.

Appendix C – Treasury Board of Canada Secretariat Statistical Report



Government of Canada / Gouvernement du Canada

Name of institution: Canada Post Corporation

Reporting period: 2021-04-01 to 2022-03-31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		77
Outstanding from previous reporting periods		27
• Outstanding from previous reporting period	26	
• Outstanding from more than one reporting period	1	
Total		104
Closed during reporting period		83
Carried over to next reporting period		21
• Carried over within legislated timeline	14	
• Carried over beyond legislated timeline	7	

1.2 Sources of requests

Source	Number of Requests
Media	13
Academia	3
Business (private sector)	7
Organization	8
Public	46
Decline to Identify	0
Total	77

1.3 Channels of requests

Source	Number of Requests
Online	35
E-mail	12
Mail	30
In person	0
Phone	0
Fax	0
Total	77

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		8
Outstanding from previous reporting periods		1
• Outstanding from previous reporting period	1	
• Outstanding from more than one reporting period	0	
Total		9
Closed during reporting period		6
Carried over to next reporting period		3

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	8
Mail	0
In person	0
Phone	0
Fax	0
Total	8

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
Number of days	1	2	2	1	0	0	0	6

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		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Re-released	Pages Re-released	Number of Re-released	Pages Re-released	Number of Re-released	Pages Re-released	Number of Re-released	Pages Re-released	Number of Re-released	Pages Re-released
3	146	1	111	1	549	1	1828	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	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	0	7	3	1	1	0	0	12
Disclosed in part	1	7	10	18	4	7	1	48
All exempted	0	0	1	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	4	8	0	1	0	0	0	13
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	6	0	3	0	0	0	0	9
Neither confirmed nor denied	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
Total	11	22	17	20	5	7	1	83

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	1	18(b)	19	20.2	0
13(1)(c)	1	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	10	18(d)	0	21(1)(a)	10
13(1)(e)	0	16(3)	0	18.1(1)(a)	27	21(1)(b)	8
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	1	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
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	1
15(1) - Def.*	0	16.3	0	20(1)(b)	8	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	3				
16(1)(c)	2						
16(1)(d)	0						

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

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	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

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
5	60	0	0	0	0

4.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
5846	4957	70

4.5.3 Relevant pages processed per request disposition for paper and e-record formats 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	53	0	0	0	0	1	1837	0	0
Disclosed in part	37	1231	11	2724	0	0	0	0	0	0
All exempted	1	1	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	9	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
Total	58	1285	11	2724	0	0	1	1837	0	0

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

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

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

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

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

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	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	1	0	0	1
Disclosed in part	16	4	0	20
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	17	4	0	21

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	79
Percentage of requests closed within legislated timelines (%)	95.18072289

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
4	4	0	0	0

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 Timelines Where an Extension Was Taken	Total
1 to 15 days	0	2	2
16 to 30 days	0	0	0
31 to 60 days	0	1	1
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	1	1
More than 365 days	0	0	0
Total	0	4	4

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	4	0	0	0
Disclosed in part	26	0	4	11
All exempted	1	0	0	0
All excluded	0	0	0	0
Request abandoned	2	0	1	2
No records exist	0	0	0	1
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	33	0	5	14

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	
All disclosed	16	0	0	1
Disclosed in part	10	0	3	5
All exempted	7	0	0	3
All excluded	0	0	1	1
Request abandoned	0	0	1	3
No records exist	0	0	0	1
Declined to act with the approval of the Information Commissioner	33	0	5	14
Total	16	0	0	1

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	74	\$370.00	3	\$15.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	74	\$370.00	3	\$15.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

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

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	11	148	6	55
Outstanding from the previous reporting period	2	195	1	14
Total	13	343	7	69
Closed during the reporting period	9	294	7	69
Carried over within negotiated timelines	4	49	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 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	1	0	1	0	0	0	5
Disclose in part	0	0	2	0	0	2	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	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	3	1	2	1	0	2	0	9

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	1	3	1	0	0	0	0	5
Disclose in part	1	0	1	0	0	0	0	2
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
Total	2	3	2	0	0	0	0	7

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 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
Total	0	0	0	0	0	0	0	0	0	0

8.2 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
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Investigations and Reports of finding

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
12	0	0

9.2 Investigations and Reports of finding

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

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

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		\$248,740
Overtime		\$0
Goods and Services		\$78,642
• Professional services contracts	\$48,416	
• Other	\$30,226	
Total		\$327,382

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	2.581
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.250
Students	0.000
Total	2.831

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: 2021-04-01 to 2022-03-31

Section 1: Capacity to Receive Requests

Enter the number of weeks your institution was able to receive ATI and Privacy 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



Section 3: Open Requests and Complaints Under the *Access to Information Act*

3.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2022	Open Requests that are Beyond Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	13	5	18
Received in 2020-2021	1	2	3
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	14	7	21

3.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	10
Received in 2020-2021	6
Received in 2019-2020	2
Received in 2018-2019	1
Received in 2017-2018	1
Received in 2016-2017	1
Received in 2015-2016 or earlier	0
Total	21

Section 4: Open Requests and Complaints Under the Privacy Act

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2022	Open Requests that are Beyond Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	50	3	53
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	50	3	53

4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	6
Received in 2020-2021	1
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	1
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	8

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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