



AN UPDATE FROM CBC/RADIO-CANADA

CBC/Radio-Canada's *Transparency and Accountability Bulletin* provides Canadians with the most recent information on the Corporation's performance under the *Access to Information Act* (the Act) as well as up-to-date information related to its continued efforts to achieve the highest possible standards in accessibility, transparency and accountability.

1. Greater Accessibility and Transparency

Earning top mark from the Information Commissioner

The Information Commissioner awarded CBC/Radio-Canada an "A" for its performance under the Act. Tabled in Parliament on December 6, 2012, the Commissioner's special report noted:

"The Canadian Broadcasting Corporation (CBC) made dramatic improvements in its access to information operations and achieved an outstanding level of compliance in 2011–2012 [...]. After the CBC received an "F" on our 2009–2010 report card, the President and CEO made compliance with the Act a corporate priority and communicated the importance of transparency and compliance with the Act to all staff."¹

The Corporation has taken concerted action on multiple fronts and improved its response time in handling requests. Performance under the Act is included in the annual performance objectives of all members of the senior

management team; guidelines and protocols have been developed; training to employees continues; and the corporate website has been redesigned to give Canadians easier access to information.

Moving forward, CBC/Radio-Canada is determined to maintain its high level of performance under the Act. This progress is part of a broader set of measures aimed at enhancing transparency on all of the Corporation's activities.

Recognized for exceptional achievement in transparency and accountability

CBC/Radio-Canada's improvements in transparency, accountability and access to information have earned the Corporation recognition as one of nine finalists in the 2012 [Institute of Public Administration of Canada/Deloitte Public Sector Leadership Awards](#). CBC/Radio-Canada was selected from over 100 submissions received from across the country. Winners will be announced in February 2013.

¹ http://www.oic-ci.gc.ca/eng/special-report-report-cards-2011-2012_rapport-special-fiches-de-rendements.aspx p.16



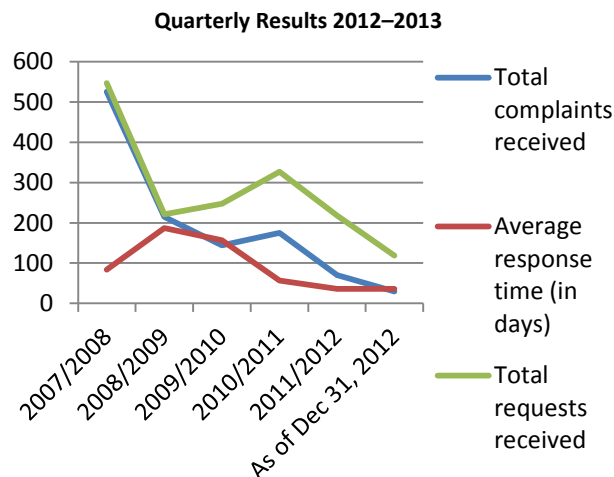
2. Quarterly Statistics Update

Since becoming subject to the *Act* in 2007, the Corporation has received a total of 1,689 requests². To date, more than 109,361 pages of information have been released. Much of that material, as well as our Board of Directors' Meetings and Business Travel and Hospitality Expenses, can be accessed on our [website](#).

Response time

The *Act* specifies that requests for information should normally be responded to within 30 days unless organisations give notice to the requester that it requires additional time to provide a response³.

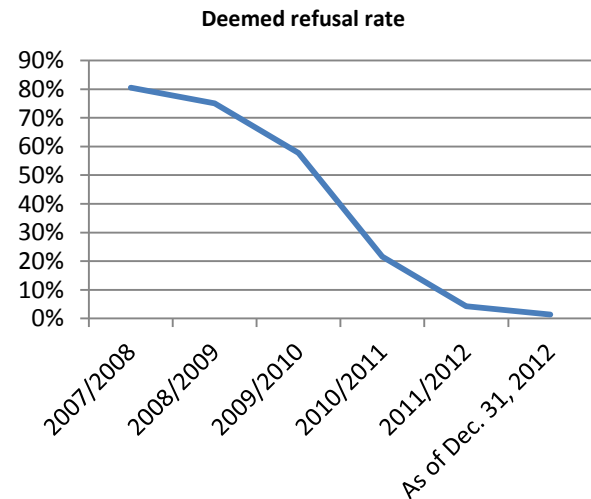
As of December 31, 2012, we received 119 requests; our average response was 36 days; and the number of complaints filed with the Office of the Information Commissioner was 30.



Deemed refusal rate

Requests for information not responded within statutory time limits are deemed to have been refused.

As of December 31, 2012, our deemed refusal rate was 1.4%, the lowest it has been since becoming subject to the *Act*.



3. Recently Published Document

- [Second Quarter Financial Report](#) for 2012–2013

For a comprehensive treatment of CBC/Radio-Canada's range of reporting on transparency and accountability tools and activities, please visit the [Transparency and Accountability](#) section of our website.

²As of December 31, 2012

³<http://laws-lois.justice.gc.ca/eng/acts/A-1/index.html>