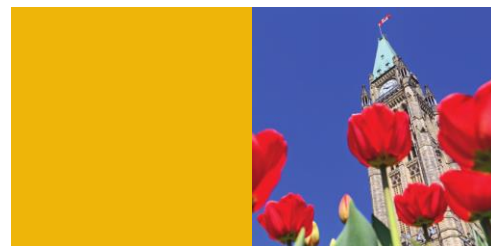
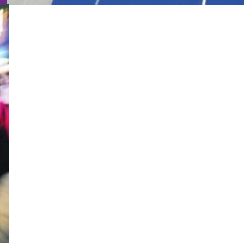




**Standards Council of Canada**  
**Conseil canadien des normes**



**2017-2018**  
**Annual Report to**  
**Parliament**  
*Access to Information Act*



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## INTRODUCTION

The *Access to Information Act* (R.S.C. 1985, c. A-1) came into force on July 1, 1983. The Act grants Canadian citizens, permanent residents, and persons residing in Canada the right to access information in records held by the federal government, except for types of information falling under the exemptions or exclusions. Section 72 of the Act requires every head of a federal government institution to submit a report to Parliament on the administration of the Act within their institution during the fiscal year.

This report is submitted in accordance with section 72 of the Act. It presents an overview of *Access to Information Act* activities carried out within Standards Council of Canada (SCC) during the reporting period of April 1, 2017 to March 31, 2018.

The SCC is a Crown corporation established by an Act of Parliament in 1970 to foster and promote voluntary standardization in Canada. It is independent of government in its policies and operations, although it is financed partially by Parliamentary appropriation.

The mandate of the Council is to:

- promote the participation of Canadians both in voluntary standards activities and in public-private sector cooperation in relation to voluntary standardization in Canada;
- coordinate and oversee the efforts of the persons and organizations involved in Canadian goods and services through standards-related activities;
- develop standards-related strategies and long-term objectives.

The SCC promotes efficient and effective voluntary standardization in Canada to advance the national economy, support sustainable development, benefit the health, safety and welfare of workers and the public, assist and protect consumers, and facilitate domestic and international trade.

## ORGANIZATIONAL STRUCTURE

The Vice-President, Communications and Corporate Planning, and the Manager, Corporate Planning, share responsibilities for the Access to Information and Privacy (ATIP) Division. They have delegated authority on all matters concerning ATIP matters. The Manager, Corporate Planning is the SCC's ATIP Coordinator. The ATIP Division, which is a part of the Corporate Planning, is the central coordinating body for all requests received by the SCC under the *Access to Information Act* and the *Privacy Act*.

The ATIP Division directs all activities within the SCC relating to the administration, application and promotion of the *Access to Information Act* and the *Privacy Act*. It provides advice to senior management on the implementation of the statutes and prepares reports to Parliament, the Treasury Board Secretariat and senior management. The ATIP Division represents the SCC in complaints and investigations conducted by the Information Commissioner and Privacy Commissioner of Canada, and in any Federal Court applications arising from ATIP matters.

As of March 31, 2017, the ATIP Division had no staff dedicated to this function. The Division relied on one consultants during the reporting period.

## **DELEGATION OF AUTHORITY**

Decision-making responsibility for the application of the various provisions of the *Access to Information Act* has been formally established and is outlined in the Delegation of Authority Instrument. The current Designation Order was approved by the SCC Chief Executive Officer, in April 2018. A copy of the designation order pertaining to the *Access to Information Act* can be found in Appendix **B** of this report.

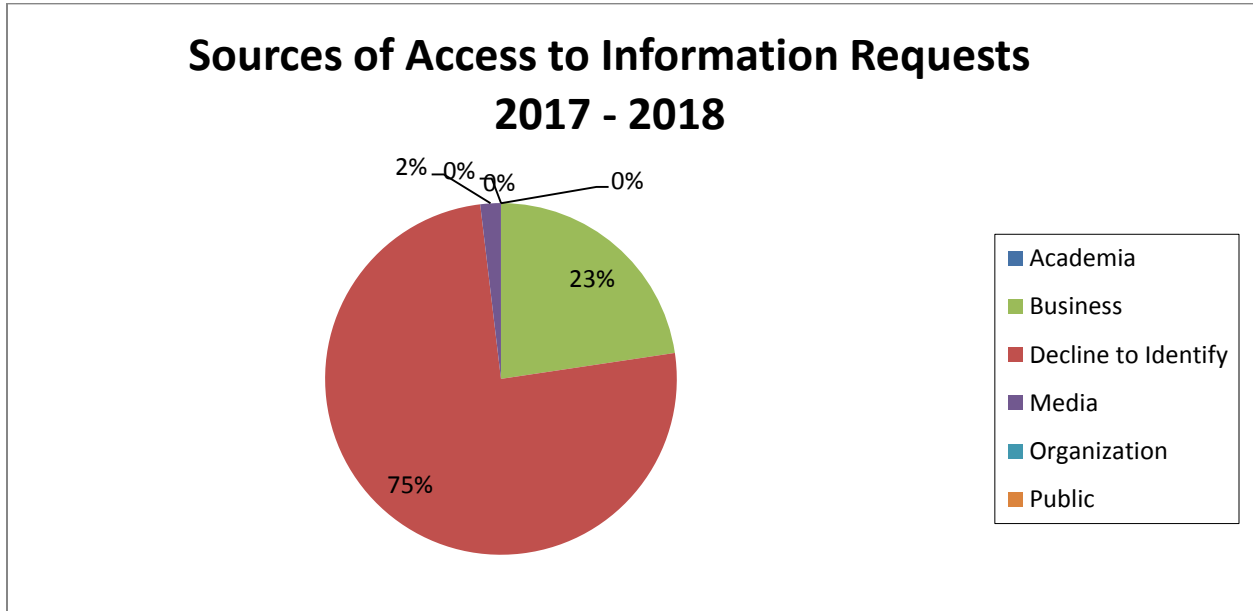
This delegation order instrument provides full delegated authority under the Acts to the Vice-President, Communications and Corporate Planning, and the Manager, Corporate Planning.

## **INTERPRETATION OF THE STATISTICAL REPORT**

The SCC's Statistical Report on the *Access to Information Act* is included in Appendix **A** of this report.

Between April 1, 2017 and March 31, 2018, the SCC received 53 requests under the *Access to Information Act*. There was 1 request carried forward from the 2016–2017 reporting period, for a total of 54 active requests in the 2017–2018 reporting period. In 2017–2018, a total of 30 requests were completed, and 24 were carried forward to the next reporting period.

Figure 1 is a percentage breakdown of the sources of access to information requests received in 2017–2018:



**Figure 1**

In 2017–2018, the SCC received 53 requests under the *Access to Information Act*. There were 7 requests for information for which there was no record.

During the 2017–2018 reporting period, no requests were abandoned by applicants.

Figure 2 displays the number of access to information requests that were **received** by the ATIP Division from 2013–2014 to 2017–2018.

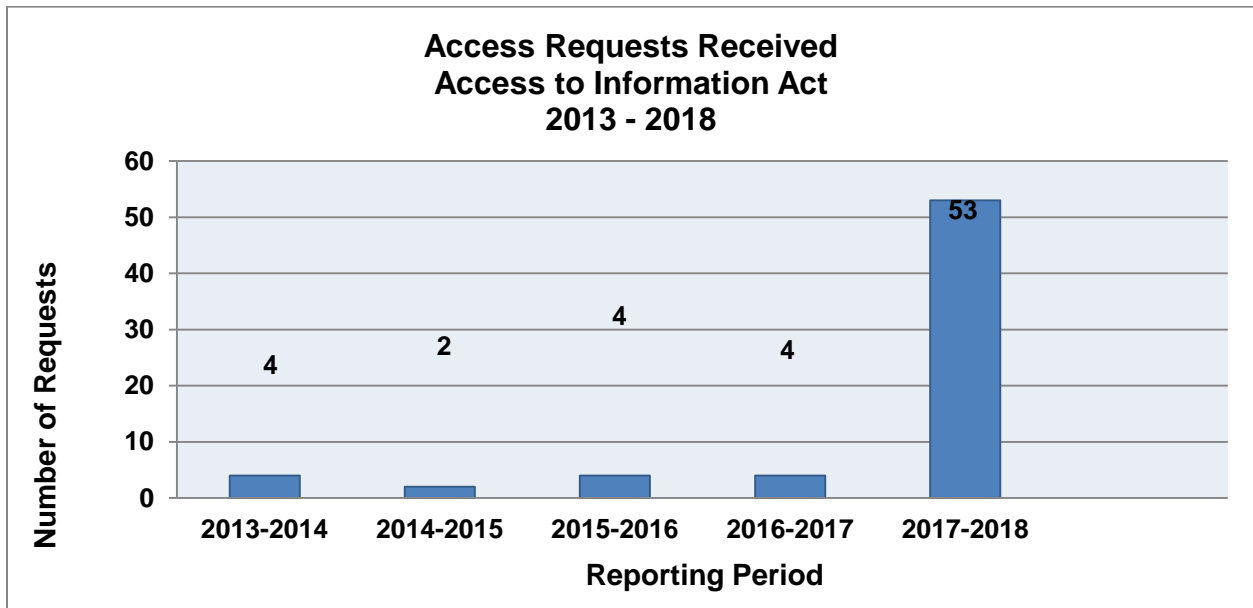


Figure 2

The evolution of the total number of access to information requests that were **received** by the ATIP Division from 2013–2014 to 2017–2018 is found in figure 3.

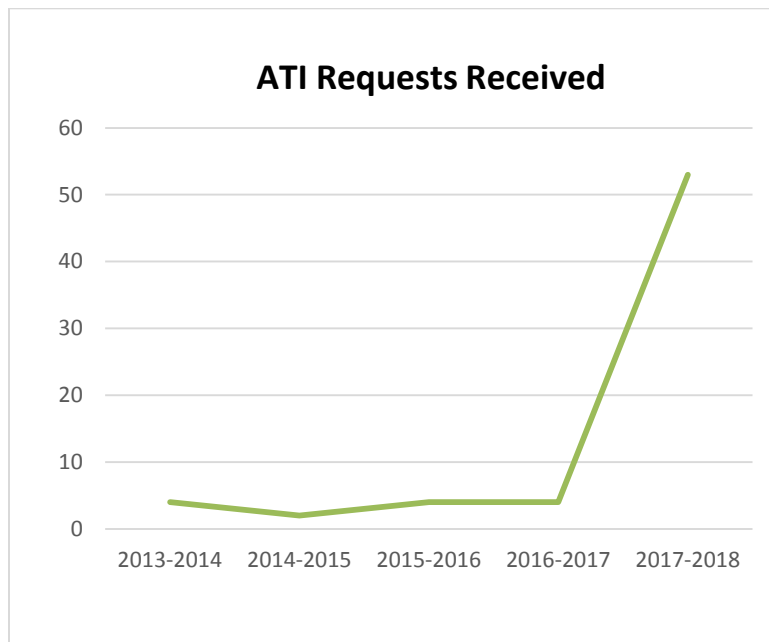


Figure 3

In the 2017–2018 reporting period, 13,811 pages of records were processed in response to access to information requests.

The number of pages processed by the ATIP Division in response to requests under the *Access to Information Act* from 2013–2014 to 2017–2018 is found in figure 4.

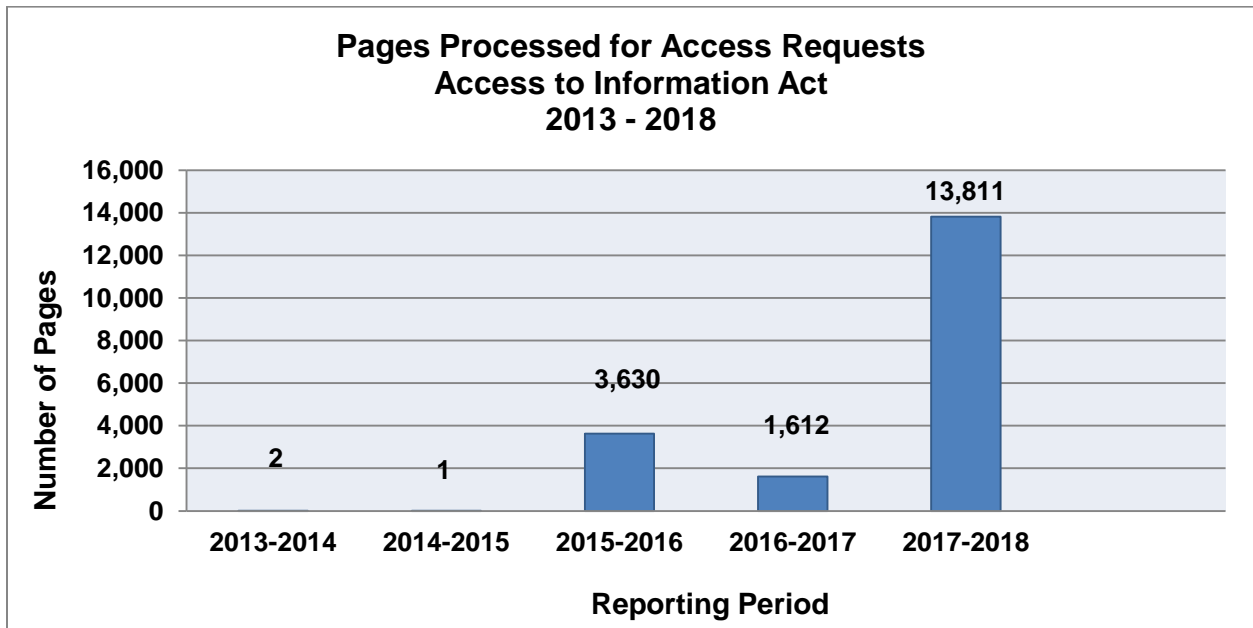


Figure 4

The evolution of the total number of pages that were **processed** by the ATIP Division from 2013–2014 to 2017–2018 is found in figure 5.

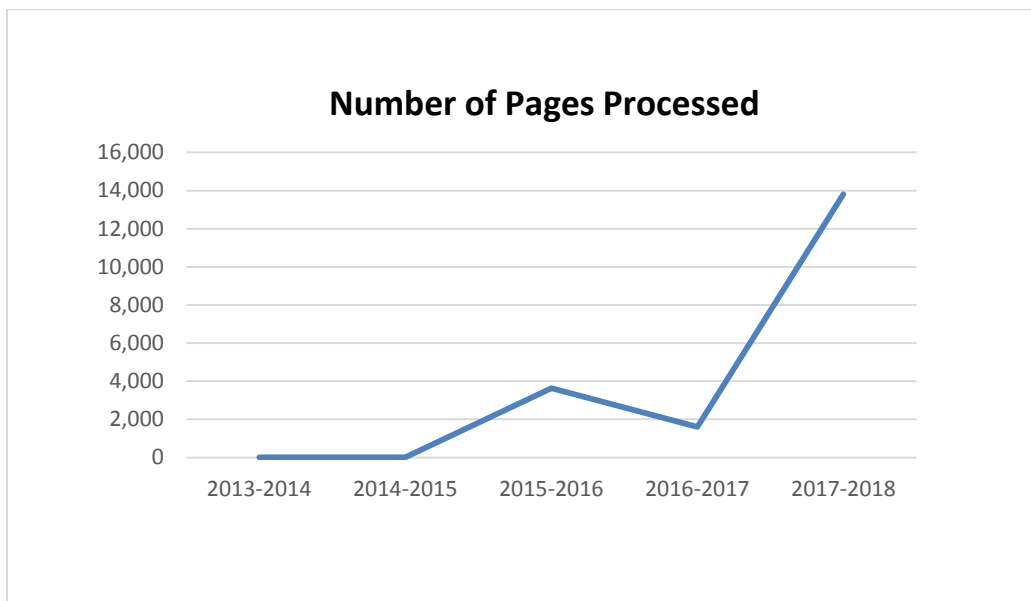


Figure 5

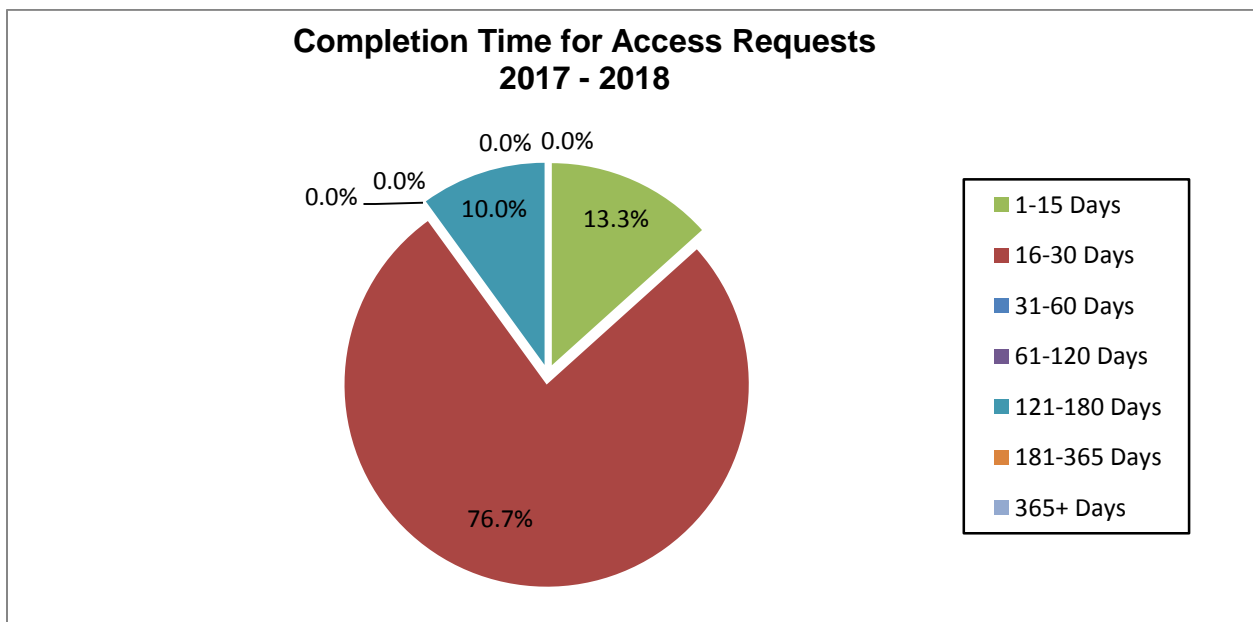
## Exemptions and Exclusions

The *Access to Information Act* prescribes several exemptions and exclusions that allow or require the SCC to refuse to disclose certain types of information. The three most common exemptions invoked by the SCC in 2017–2018 were for government operations (section 21), personal information (section 19) and third parties information (section 20).

## Time Limitations

During the 2017–2018 reporting period, 27 (90%) of the completed requests were processed within the initial 30-day period. This included 4 requests completed in the first 15 days, and 23 requests completed between 16 and 30 days.

Figure 6 is a breakdown of completion times for requests closed during the 2017–2018 reporting period.



**Figure 6**

Overall, the SCC’s compliance rate is 100%.

## Extension of Time Limits

Section 9 of the *Access to Information Act* allows government institutions to extend the deadline for responding to a request if the request requires the institution to search a large number of records, to consult with other government institutions, or to communicate with third parties.



In 2017–2018, 3 requests required extensions between 121 to 180 days. There was 1 request that required an extension of more than 180 days. In total, 4 requests required an extension past the original deadline of 30 days. The main reason for extensions was due to the requirement to consult.

### Complexity of Files

Some files were considered complex for several reasons. Of the 30 requests closed during the 2017–2018 reporting period, 4 were considered complex. There were 3 requests that were complex due to the need to conduct consultations, and 1 other request was considered complex due to the volume of records to be processed

### Consultations

As an integral part of the Treasury Board of Canada Secretariat’s processing procedures, other government institutions are consulted if access requests contain issues of interest to them. Although formal consultations are undertaken in writing, additional discussions between ATIP offices are initiated as required to facilitate the completion of each case. Consultations are also regularly undertaken with third parties and other levels of government.

In 2017–2018, the SCC received 1 access to information consultation from another federal government institution.

Figure 7 shows the evolution of the total number of access to information consultations that were received by the ATIP Division from 2013–2014 to 2017–2018.

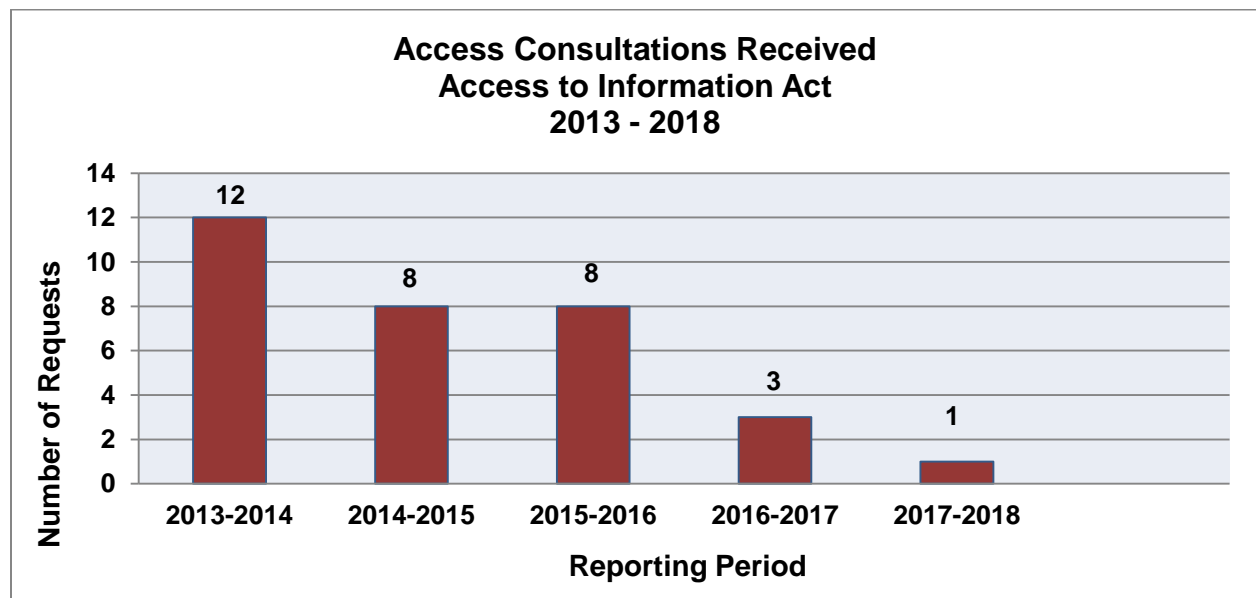


Figure 7

## **Informal Requests**

A summary list of completed access to information requests is published on the Open Government website every month. Between April 1, 2017 and March 31, 2018, the SCC did not receive an informal access to information request for previously released access to information packages.

Furthermore, throughout the year, the ATIP Division provides advice to SCC's staff with respect to parliamentary questions and the review of draft audit, evaluation, and security reports.

## **Fees**

In the 2017–2018 reporting period, total fees of \$45.00 were collected as application fees of 9 requests.

## **Costs**

The costs involved in administering the *Access to Information Act* were \$45,120.00 for salaries and \$153,083.00 for professional service contract. This brings the total costs to \$198,203.00.

## **TRAINING ACTIVITIES**

The ATIP Division provides daily advice to SCC's staff on the processing of ATIP requests as well as the interpretation of the Acts to ensure the efficient and consistent processing of all requests received by the SCC.

Because of the sudden increase in the number of access to information requests, formal training activities were postponed.

## **POLICIES, GUIDELINES, PROCEDURES AND REPORTING**

### **Policies and Guidelines**

The ATIP Division relies on the access to information policies and guidelines developed by the Treasury Board of Canada's Secretariat. The SCC did not develop or implement institution-specific policies, guidelines and procedures related to access to information during the reporting period. Hence, no issues were raised by the Office of the Information Commissioner or other Agents of Parliament (e.g., Auditor General) or for other reasons.

## Reporting

The ATIP Division regularly monitors the timeliness and trends associated with the processing of requests through ongoing communication with branch and directorate liaison contacts. This includes providing performance reports on the status of branch retrievals on a regular basis. These reports are done every month.

## Publicly Accessible Information and Inquiry Points

Info Source is a series of publications containing information on the Government of Canada and on the Government's data collection activities. Info Source is intended to help the public access government information and to exercise their rights under the *Privacy Act* and *Access to Information Act*.

The SCC's comprehensive website provides information on the SCC's policies, its organizational structure and the means to contact SCC's officials. In accordance with the federal government's policy of proactive disclosure, the SCC's website also allows access to internal evaluations and audits, as well as information on hospitality expenses, contracts and grants.

To facilitate public access to information and to comply with the Act, a SCC's room has been designated a public reading room. The room is located on the 6<sup>th</sup> floor, 55 Metcalfe street, Ottawa, Ontario.

## COMPLAINTS, AUDITS, INVESTIGATIONS AND APPEALS

Applicants have the right to register a complaint with the Information Commissioner of Canada regarding any matter relating to the processing of a request.

As indicated at Appendix A, during the 2017–2018 reporting period, 18 complaints were filed with the Office of the Information Commissioner of Canada against the SCC. All these complaints were filed by the same requester. The investigations into these complaints are currently on hold pending the designation of an investigator.

## Applications/Appeals to the Federal Court or Federal Court of Appeal

No applications were filed against a SCC's decision.

# APPENDIX A: STATISTICAL REPORT



## Statistical Report on the Access to Information Act

Name of institution: STANDARDS COUNCIL OF CANADA

Reporting period: 2017-04-01 to 2018-03-31

### Part 1: Requests Under the Access to Information Act

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	53
Outstanding from previous reporting period	1
<b>Total</b>	<b>54</b>
Closed during reporting period	30
Carried over to next reporting period	24

#### 1.2 Sources of requests

Source	Number of Requests
Media	1
Academia	0
Business (private sector)	12
Organization	0
Public	0
Decline to Identify	40
<b>Total</b>	<b>53</b>

#### 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	0	0	0	0	0	0	0

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

## Part 2: Requests Closed During the Reporting Period

### 2.1 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	1	3	0	0	0	0	0	4
Disclosed in part	0	14	0	0	3	0	0	17
All exempted	0	0	0	0	0	0	0	0
All excluded	1	1	0	0	0	0	0	2
No records exist	2	5	0	0	0	0	0	7
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>23</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>30</b>

### 2.2 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)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	14	18(d)	0	21(1)(a)	12
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	13
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)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	2
15(1)	0	16.1(1)(d)	0	19(1)	15	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	9	24(1)	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

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

## 2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	3	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

## 2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	0	4	0
Disclosed in part	0	17	0
<b>Total</b>	0	21	0

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	45	45	4
Disclosed in part	13749	13749	17
All exempted	0	0	0
All excluded	17	0	2
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0

### 2.5.2 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	4	45	0	0	0	0	0	0	0	0
Disclosed in part	13	254	3	1979	0	0	0	0	1	11516
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	2	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	19	299	3	1979	0	0	0	0	1	11516

### 2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	4	4
Disclosed in part	4	0	0	13	17
All exempted	0	0	0	0	0
All excluded	0	0	0	2	2
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>23</b>

### 2.6 Deemed refusals

#### 2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

#### 2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 2.7 Requests for translation

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

### Part 3: Extensions

#### 3.1 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	0	0	0	0
Disclosed in part	1	0	3	2
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
<b>Total</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>

#### 3.2 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	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	2	0
121 to 180 days	1	0	1	1
181 to 365 days	0	0	0	1
365 days or more	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>

### Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	9	\$45	45	\$225
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
<b>Total</b>	<b>9</b>	<b>\$45</b>	<b>45</b>	<b>\$225</b>



**Part 5: Consultations Received From Other Institutions and Organizations**

**5.1 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	1	42	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	1	42	0	0
Closed during the reporting period	1	42	0	0
Pending at the end of the reporting period	0	0	0	0

**5.2 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	1	0	0	0	0	0	0	1
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>	1	0	0	0	0	0	0	1

**5.3 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	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0

**Part 6: Completion Time of Consultations on Cabinet Confidences**

**6.1 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

**6.2 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

**Part 7: Complaints and Investigations**

Section 32	Section 35	Section 37	Total
18	0	0	18

**Part 8: Court Action**

Section 41	Section 42	Section 44	Total
0	0	0	0

**Part 9: Resources Related to the Access to Information Act**

**9.1 Costs**

Expenditures		Amount
Salaries		\$45,120
Overtime		\$0
Goods and Services		\$153,083
• Professional services contracts	\$153,083	
• Other	\$0	
<b>Total</b>		<b>\$198,203</b>

**9.2 Human Resources**

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.60
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	1.00
Students	0.00
<b>Total</b>	<b>1.60</b>

**Note:** Enter values to two decimal places.

# APPENDIX B: DESIGNATION ORDER INSTRUMENT



**Standards Council of Canada**  
**Conseil canadien des normes**

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OFFICE OF THE CHIEF EXECUTIVE OFFICER  
BUREAU DU DIRECTEUR GÉNÉRAL

2018-04-30

**Subject: Delegation of Authority for Access to Information and Privacy (ATIP) requests received by the Standards Council of Canada (SCC)**

By means of this letter, I, Chantal Guay, as Chief Executive Officer of the Standards Council of Canada (SCC), delegate the authority herein described to the Vice-President, Communications and Corporate Planning & Corporate Secretary and the Manager, Corporate Planning on the following terms and conditions:

1. The Vice-President, Communications and Corporate Planning & Corporate Secretary, and the Manager, Corporate Planning, may review and execute, on my behalf, any formal requests for access to information and/or privacy. This includes initiating the search for, retrieval and disclosure of the requested records.
2. The requests subject to this delegation are those relating to the implementation of the *Access to Information Act* and to the *Privacy Act*.
3. This delegation is effective immediately and shall run until revoked by the delegating official or his/her successor.
4. The authority delegated is not subject to sub-delegation without my prior and express written consent.
5. This delegation is made pursuant to sections "73" of the *Access to Information Act* (1980-81-82-83, c. 111, Sch. I "73") and *Privacy Act* (1980-81-82-83, c. 111, Sch. II "73") and is subject thereto.

Chantal Guay  
Chief Executive Officer, SCC

2018/4/30

Date

Acknowledged and agreed:

Sandra Watson  
Vice-President, Communications and Corporate Planning  
& Corporate Secretary

2014-04-30

Date

Donna Graser  
Manager, Corporate Planning

2018/04/30

Date

cc: Kathy Milsom, SCC Chair

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