



Standards Council of Canada
Conseil canadien des normes



2018-2019
Annual Report to
Parliament
Access to Information Act

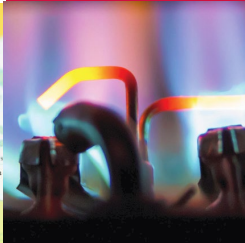
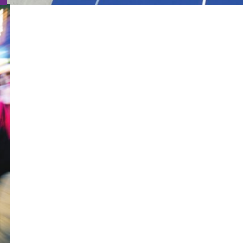
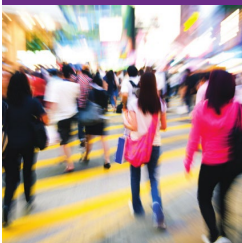


Table of Contents

INTRODUCTION.....3

ORGANIZATIONAL STRUCTURE.....3

DELEGATION ORDER.....4

 Exemptions and Exclusions..... 6

 Completion Time..... 6

 Extension of Time Limits 7

 Complexity of Files 7

 Consultations received by the SCC 8

 Informal Requests..... 8

 Fees..... 9

 Costs 9

TRAINING ACTIVITIES9

POLICIES, GUIDELINES, PROCEDURES AND REPORTING9

 Policies and Guidelines..... 9

 Reporting..... 9

 Publicly Accessible Information and Inquiry Points..... 10

COMPLAINTS, AUDITS, INVESTIGATIONS AND APPEALS10

 Applications for judicial review in Federal Court and Appeals to the Federal Court of Appeal 10

APPENDIX A: STATISTICAL REPORT11

APPENDIX B: DELEGATION ORDER INSTRUMENT.....20

INTRODUCTION

The *Access to Information Act* (the “*Act*” or the “*ATI Act*”) came into force on July 1, 1983. The *ATI Act* gives Canadian citizens, permanent residents, and any person or corporation present in Canada a right to access records of federal government institutions. The *Act* complements other policies and procedures intended to make government information publicly available, such as open government initiatives and proactive disclosure of travel and hospitality expenses, contracts, and other frequently requested information.

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 presents an overview of *Access to Information Act* activities carried out within the Standards Council of Canada (“SCC”) during the reporting period of April 1, 2018 to March 31, 2019.

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

The mandate of the SCC 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.

Further, 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 (Communications and Corporate Planning Branch) share responsibilities for the Access to Information and Privacy (ATIP) Division. They have full delegated authority on all ATIP matters. The Manager, Corporate Planning (Communications and Corporate Planning Branch), is the SCC’s ATIP Coordinator.

The ATIP Division is the central coordinating body for all requests received by the SCC under the *ATI Act* and the *Privacy Act*. It directs all administration, application and promotion ATIP activities within the SCC. It provides advice to senior management on the implementation of the statutes and prepares reports to Parliament, the Treasury Board of Canada Secretariat and senior management. The ATIP Division represents the SCC in complaints and investigations conducted by the Office of the Information Commissioner of Canada (“OIC”) and by the Office of the Privacy Commissioner of Canada, and in any Federal Court applications arising from ATIP matters.

As of March 31, 2019, the ATIP Division had 1.25 employees. To help meet the increase in volume and complexity of requests, the Division relied on 1 consultant during the reporting period.

DELEGATION ORDER

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

This delegation order instrument provides full delegated authority under the *ATI Act* and *Privacy Act* to the Vice-President, Communications and Corporate Planning, and to the Manager, Corporate Planning (Communications and Corporate Planning Branch).

HIGHLIGHTS OF THE STATISTICAL REPORT, 2018-2019

SCC’s Statistical Report on the *ATI Act* is included in Appendix **A** of this report.

Between April 1, 2018 and March 31, 2019, the SCC received 89 requests under the *ATI Act*. There were 24 requests carried forward from the 2017–2018 reporting period, for a total of 113 active requests in the 2018–2019 reporting period. In 2018–2019, a total of 91 requests were completed, and 22 were carried forward to the next reporting period.

Figure **1** is a percentage breakdown of the sources of access to information requests received in 2018–2019:

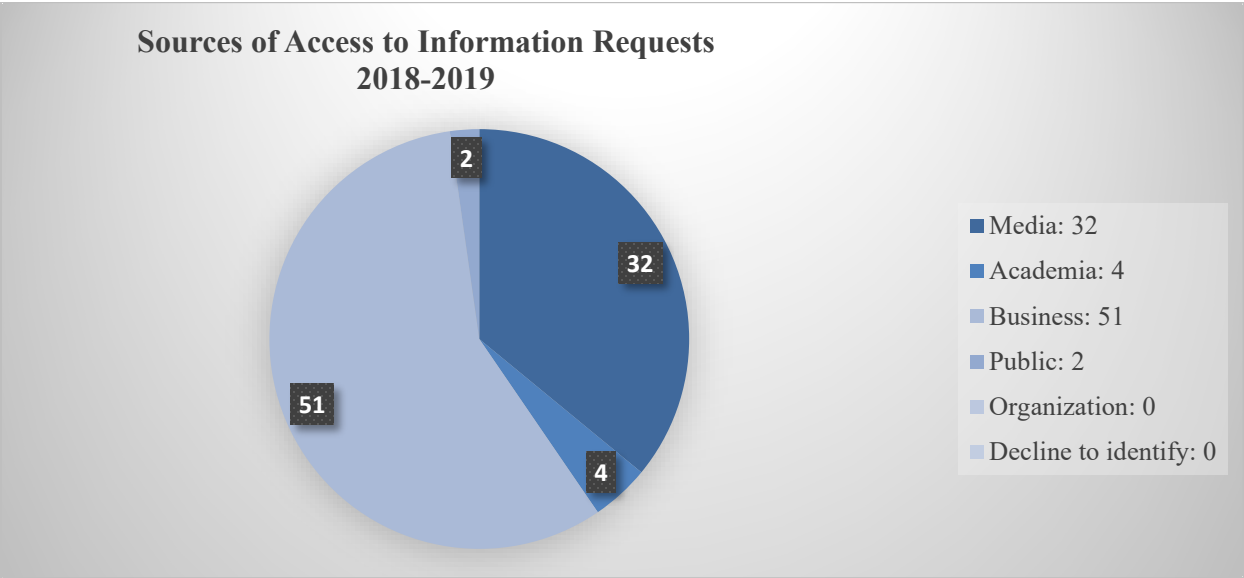


Figure 1

In 2018–2019, the SCC received 89 requests under the *ATI Act*. There were 12 requests for information for which there were no records. Further, no requests were abandoned by applicants.

Figure 2 displays the number of access to information requests that were **received** by the ATIP Division from April 1st, 2013, to March 31st, 2019.

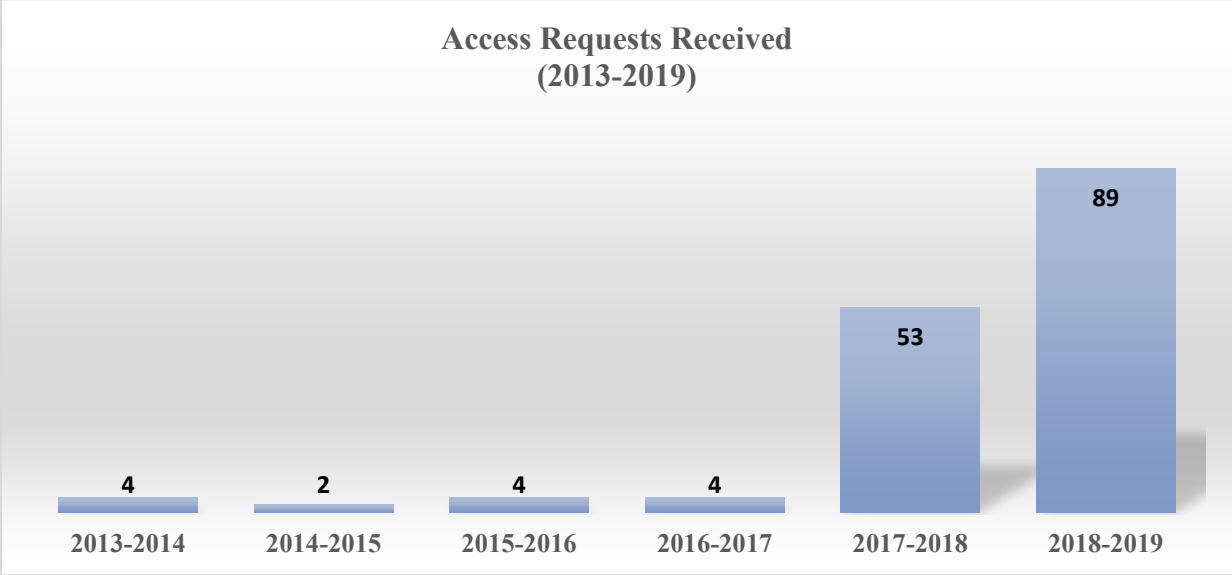


Figure 2

In the 2018–2019 reporting period, 66,912 pages of records were processed in response to formal requests. The number of pages processed by the ATIP Division in response to requests under the *ATI Act* from 2013–2014 to 2018–2019 is found in figure 3.

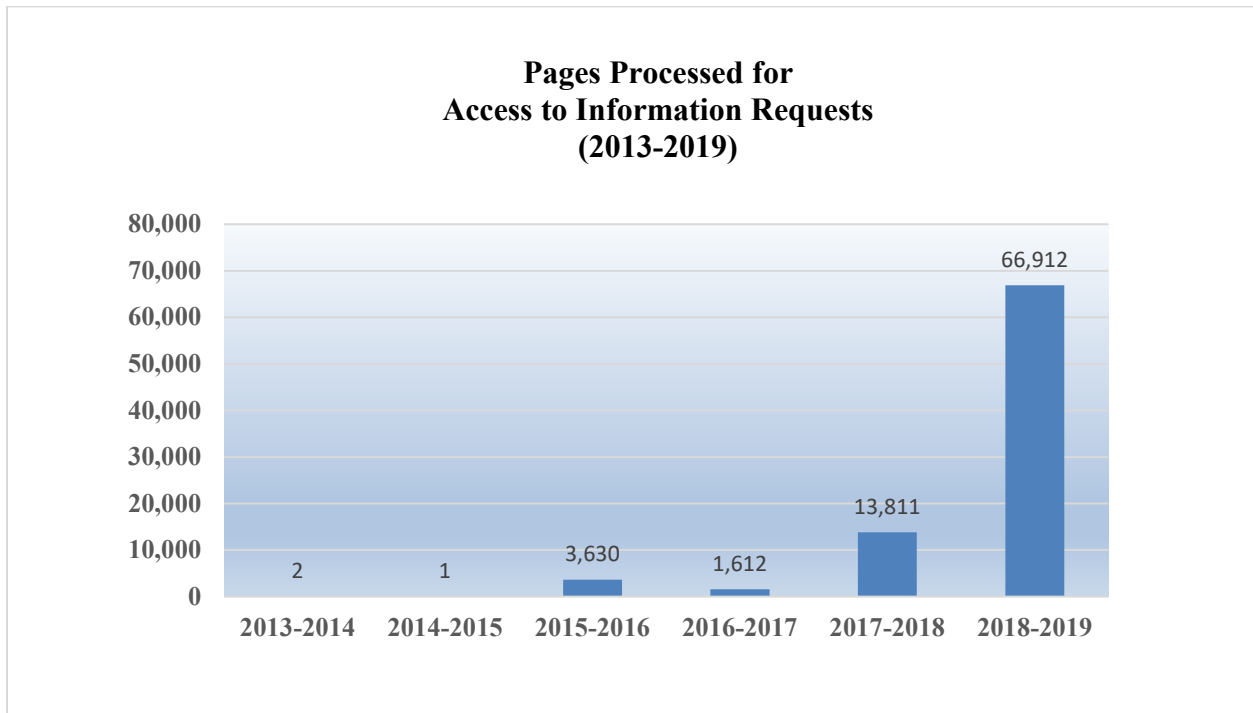


Figure 3

Exemptions and Exclusions

The *ATI 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 2018–2019 were for information obtained in confidence (section 13), government operations (section 21), and personal information (section 19).

Completion Time

The 91 requests were completed within the following timeframes:

- 2 within 1 to 15 days (**2.2%**);
- 22 within 16 to 30 days (**24.2%**);
- 32 within 61 to 120 days (**35.2%**);
- 26 within 121 to 180 days (**28.6%**);
- 9 within 181 to 365 days (**9.8%**).

An overall **99.9%** on-time compliance level was achieved during the reporting period, a ranking of "A" (Outstanding) based on the Office of the Information Commissioner of Canada's compliance formula. This result was achieved through a comprehensive set of good practices in place which ensure that access to information requests are responded in a timely manner. Figure 4 is a breakdown of completion times for requests closed during the 2018–2019 reporting period.

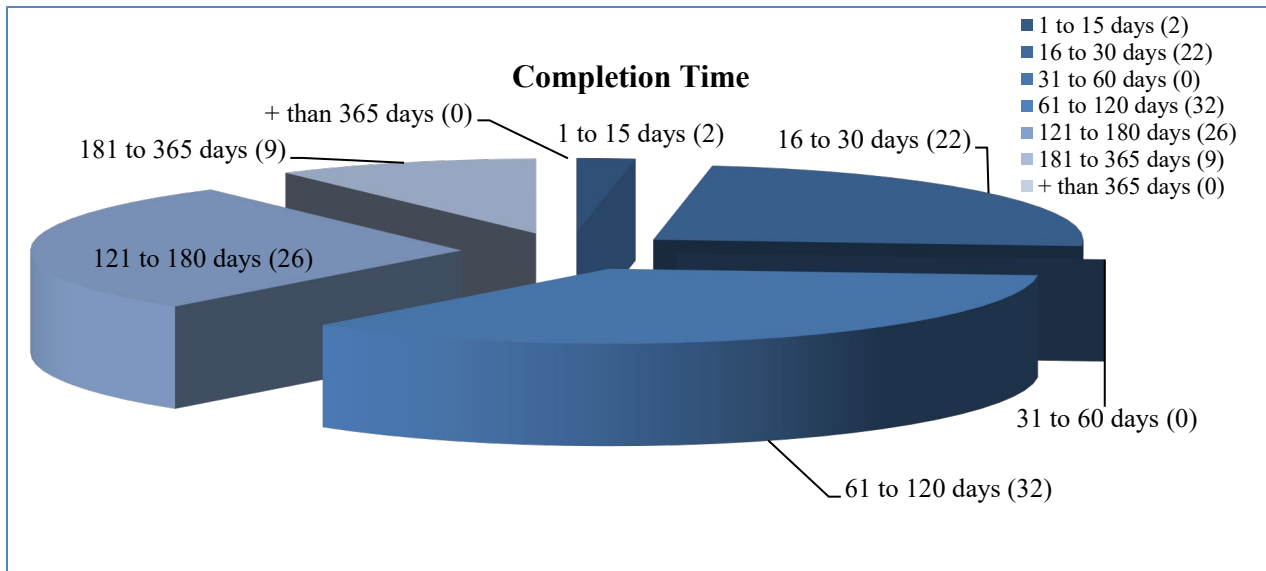


Figure 4

Extension of Time Limits

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

In 2018–2019, 2 requests required extensions between 181 to 365 days pursuant to paragraph 9(1)(a) of the *Act*. In total, 67 requests required an extension past the original deadline of 30 days pursuant either to paragraphs 9(1)(a), and/or 9(1)(b), and/or 9(1)(c) of the *Act*. The main reason for extensions was due to consultations to be conducted with third parties (paragraph 9(1)(c) of the *Act*).

Complexity of Files

Some files were considered complex because they were voluminous and/or required a high number of consultations with other federal departments, other organizations, and/or third parties. Accordingly, of the 91 requests closed during the 2018–2019 reporting period, 79 were considered complex (**87%**).

Consultations received by the SCC

As an integral part of the Treasury Board of Canada Secretariat's processing procedures, other government institutions are consulted if access to information 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 2018–2019, the SCC received 3 consultations requests from other federal government institutions.

Figure 5 shows the evolution of the total number of access to information consultations that were received by the ATIP Division from 2013–2014 to 2018–2019.

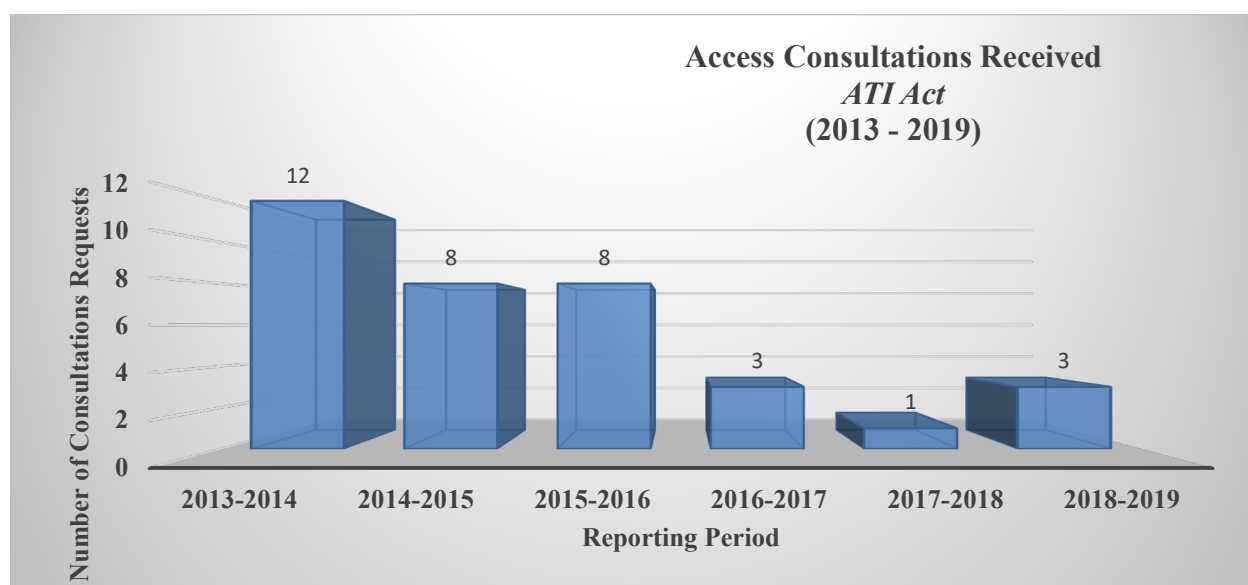


Figure 5

Informal Requests

A summary list of completed access to information requests is published on the SCC website every month. Between April 1, 2018, and March 31, 2019, the SCC did not receive any 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 2018–2019 reporting period, total fees of \$45.00 were collected as application fees pursuant to the *ATI Act*. Moreover, because it would have cost more money to collect some application fees than to perceive them, the SCC decided to waive fees (\$410.00) for 82 access to information requests.

Costs

Total salary costs associated with the administration of the *ATI Act* activities amounted to \$90,000.00 for this reporting period. Non-salary costs amounted to \$289,869.00 for a total cost of \$377,869.00. This amount included the contracting services of 1 consultant.

The human resources required to administer the *ATI Act* amounted to 1.25 full-time equivalents (FTEs), plus 1 consultant (as the equivalent of 1 FTE) for a total of 2.25 FTEs.

TRAINING ACTIVITIES

The ATIP Division provides daily advice to SCC's staff on the processing of access to information requests as well as the interpretation of the *ATI Act*, and of the *Privacy Act*, to ensure the efficient and consistent processing of all requests received by the SCC.

Due to the significant increase in formal access to information requests, little formal training could be made available to SCC's employees. However, a training session was given to the Executive Management Team in March 2019.

POLICIES, GUIDELINES, PROCEDURES AND REPORTING

Policies and Guidelines

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

Reporting

The SCC ATIP Division regularly monitors the timeliness and trends associated with the processing of requests through ongoing communication with branch and directorate liaison contacts.

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 *ATI 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 *ATI Act*, and with the *Privacy Act*, a SCC's room has been designated as a public reading room. The room is located on the 6th floor, 55 Metcalfe street, Ottawa, Ontario.

COMPLAINTS, AUDITS, INVESTIGATIONS AND APPEALS

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

As indicated at Appendix A, during the 2018–2019 reporting period, no complaints were filed with the OIC against the SCC.

Applications for judicial review in Federal Court and Appeals to the 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: 2018-04-01 to 2019-03-31

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

1.1 Number of requests

	Number of Requests
Received during reporting period	89
Outstanding from previous reporting period	24
Total	113
Closed during reporting period	91
Carried over to next reporting period	22

1.2 Sources of requests

Source	Number of Requests
Media	32
Academia	4
Business (private sector)	51
Organization	0
Public	2
Decline to Identify	0
Total	89

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	2	0	1	0	0	0	4
Disclosed in part	0	8	0	31	26	9	0	74
All exempted	0	0	0	0	0	0	0	0
All excluded	0	1	0	0	0	0	0	1
No records exist	1	11	0	0	0	0	0	12
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
Total	2	22	0	32	26	9	0	91

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	21	16(2)	0	18(a)	0	20.1	0
13(1)(b)	19	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)	29	18(d)	0	21(1)(a)	32
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	43
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)	25
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	22	16.1(1)(d)	0	19(1)	62	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	8
15(1) - Def.*	0	16.3	0	20(1)(b)	18	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)	4		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	10		
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)	20	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)	3
		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	8	66	0
Total	8	70	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	28	28	4
Disclosed in part	66768	27245	74
All exempted	0	0	0
All excluded	116	0	1
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	28	0	0	0	0	0	0	0	0
Disclosed in part	30	1306	15	2192	17	6002	9	4900	3	12845
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	1	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
Total	34	1334	16	2192	17	6002	9	4900	3	12845

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	1	0	0	0	1
Disclosed in part	61	0	0	13	74
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	62	0	0	13	75

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
1	1	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	1	1
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
Total	0	1	1

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

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	1
Disclosed in part	28	0	53	58
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
Total	28	0	53	59

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	16	0	0	0
31 to 60 days	4	0	32	52
61 to 120 days	6	0	21	4
121 to 180 days	0	0	0	3
181 to 365 days	2	0	0	0
365 days or more	0	0	0	0
Total	28	0	53	59

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	9	\$45	82	\$410
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
Total	9	\$45	82	\$410

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	3	20	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	3	20	0	0
Closed during the reporting period	3	20	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	3	0	0	0	0	0	0	3
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
Total	3	0	0	0	0	0	0	3

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
Total	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
Total	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
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
0	0	0	0

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		\$90,000
Overtime		\$0
Goods and Services		\$287,869
• Professional services contracts	\$282,908	
• Other	\$4,961	
Total		\$377,869

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	1.25
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	1.00
Students	0.00
Total	2.25

Note: Enter values to two decimal places.



ACCESS TO INFORMATION ACT	
Section	Number of requests
16.31 Investigation under the Elections Act	0
16.6 National Security and Intelligence Committee	0
23.1 Patent or Trademark privilege	0

Addendum to the 2018-2019 Access to Information Act Statistical Report
Addenda au rapport statistique 2018-2019 relatif à la Loi sur l'accès à l'information

APPENDIX B: DELEGATION ORDER INSTRUMENT



Standards Council of Canada
Conseil canadien des normes

55, rue Metcalfe Street, Suite / bureau 600, Ottawa ON K1P 6L5, CANADA
tel/tél. +1 613 238 3222 fax/télé. +1 613 569 7808 Web www.scc-ccn.ca

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

Date

Acknowledged and agreed:

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

Date

Donna Graser
Manager, Corporate Planning

Date

cc: Kathy Milsom, SCC Chair

Standards experts. Accreditation solutions.
Expert en normalisation. Solutions d'accréditation.

Canada