

Info Source
Sources of Federal Government and
Employee Information
2017

Marine Atlantic Inc.

TABLE OF CONTENTS

[Introduction to Info Source](#)

[Background](#)

[Responsibilities](#)

[Institutional Functions, Programs and Activities](#)

[Ferry Services](#)

[Vessel Operations and Maintenance](#)

[Terminal Operations and Maintenance](#)

[On Board Passenger Services](#)

[Governance and Corporate Services](#)

[Internal Services](#)

[Classes of Personal Information](#)

[Manuals](#)

[Additional Information](#)

[Reading Room](#)

INTRODUCTION TO *INFO SOURCE*

Info Source: Sources of Federal Government and Employee Information provides information about the functions, programs, activities and related information holdings of government institutions subject to the [Access to Information Act](#) and the [Privacy Act](#). It provides individuals and employees of the government (current and former) with relevant information to access personal information about themselves held by government institutions subject to the *Privacy Act* and to exercise their rights under the *Privacy Act*.

The [Introduction](#) and an [index of institutions](#) subject to the *Access to Information Act* and the *Privacy Act* are available centrally.

The *Access to Information Act* and the *Privacy Act* assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

BACKGROUND

When Newfoundland joined Canada in 1949, the ferry service between the Province of Newfoundland and Labrador and the mainland was accorded special constitutional status under Term 32(1) of the Terms of Union (*The Newfoundland Act, 1949*) which guarantees that Canada will “*maintain in accordance with the traffic offering a freight and passenger steamship service between North Sydney and Port aux Basques, which, on completion of a motor highway between Corner Brook and Port aux Basques, will include suitable provision for the carriage of motor vehicles.*” Marine Atlantic exists to fulfill that mandate.

Marine Atlantic was created on June 27, 1986 as a parent Crown Corporation through the *Marine Atlantic Inc. Acquisition Authorization Act*. As a Crown Corporation, Marine Atlantic is regulated under Part X of the *Financial Administration Act*. As per the Order in Council of March 12, 1987 (P.C. 1987-463), the Bilateral Agreement between Her Majesty the Queen and Marine Atlantic established the relationship between the Parties under which subsidiary operating, capital, and land lease agreements relating to the operation of specific ferry and coastal services in Atlantic Canada may be executed.¹

Besides providing a year-round freight and passenger ferry service between North Sydney, Nova Scotia and Port aux Basques, Newfoundland and Labrador, Marine Atlantic also operates a seasonal service (June to September), between North Sydney and Argentia, Newfoundland and Labrador.

Marine Atlantic Inc. reports to Parliament through the Minister of Transport.

¹ A Bilateral Agreement was considered necessary given the fact that the Marine Atlantic Inc. Acquisition Authorization Act was merely an instrument that created the Crown Corporation. Another instrument was required to define the roles and responsibilities of the Corporation and its responsible Minister. This Bilateral Agreement replaced the Tripartite Agreement that existed between Canadian National (CN), CN Marine and Her Majesty the Queen.

RESPONSIBILITIES

Marine Atlantic Inc. is a federal Crown Corporation responsible for operating the ferry service between the Island of Newfoundland and Nova Scotia. Its vessels carry people, vehicles, and commercial units that deliver goods and products to and from the Province of Newfoundland and Labrador. Marine Atlantic is constitutionally mandated to perform this transportation service.

The Corporation provides ferry services on two routes. The first is a year-round 96 nautical mile daily ferry service between Port aux Basques, Newfoundland and Labrador and North Sydney, Nova Scotia. The second is a 280 nautical mile tri-weekly ferry service between Argentia, Newfoundland and Labrador and North Sydney, Nova Scotia. This second service operates from mid-June to late September.

The Corporation currently owns one ice-class vessel and charters three additional vessels for the service between Nova Scotia and the Island of Newfoundland. The four roll on/roll off passenger (RoPax) vessels are required to meet the traffic demands on the ferry service routes. These vessels are the MV Leif Ericson, the MV Atlantic Vision, the MV Blue Puttees and the MV Highlanders.

Marine Atlantic Inc. operates terminals located in the ports of Port aux Basques, NL, Argentia, NL, and North Sydney, NS. The Corporation's head office is located in St. John's, NL.

INSTITUTIONAL FUNCTIONS, PROGRAMS AND ACTIVITIES

FERRY SERVICES

Marine Atlantic Inc. has one federally mandated function, to provide “a safe, reliable, efficient, affordable and environmentally responsible ferry service between the Island of Newfoundland and the Province of Nova Scotia in a reliable, courteous and cost effective manner”.

To support this mission, Marine Atlantic Inc. embraces six main values: safety, environmental responsibility, quality service, reliability, courtesy, and cost effectiveness. The Corporation's mission and values are realized via four main business sub-functions: Vessel Operations & Maintenance, Terminal Operations & Maintenance, On-Board Passenger Services, and Governance & Corporate Services.

Vessel Operations and Maintenance

Marine Atlantic Inc. is responsible for the maintenance and operation of four ocean-going ferries, all with ice breaking capabilities, which provide service between the Provinces of Nova Scotia and Newfoundland and Labrador. The Corporation must operate within the regulations of Transport Canada as well as the governing body that determines the ice class of its vessels, and maintain the vessels in a safe and secure manner. Vessel Operations and Maintenance is responsible for adherence to the regulations and safety standards surrounding the operation and maintenance of vessels. In addition, Vessel Operations and Maintenance strives to optimize the utilization of the vessels to meet the published sailing schedule and carry the traffic offering.

Vessel Operations

Description: These files document the safe, efficient, reliable and environmentally responsible operation of Marine Atlantic vessels. Records reflect Marine Atlantic's compliance with various marine, shipping, and transportation acts and regulations as well as international conventions such as the International Convention for the Safety of Life at Sea (SOLAS) and the International Safety Management (ISM) Code. Records may relate to vessel classification society administration, regulatory compliance and audits, onboard safety management, crew certification management, crew complements, voyage planning, vessel maintenance and refit management.

Document Types: Logs, checklists, muster lists, crew complement lists, trading certificates, equipment certificates, audits, navigation charts, vessel surveys, plans, procedures, work instructions, manuals, manifests, marine occupational health and safety reports, consumption records, work orders, maintenance schedule reports, equipment test lists, overhaul reports, inventories, planned work period reports, dry dock reports.

Record Number: MAI-001

Terminal Operations and Maintenance

Terminal Operations and Maintenance (TO&M) comprises all the on-shore operational business processes to support and maintain a safe, reliable, efficient, affordable and environmentally responsible ferry service between Nova Scotia and Newfoundland and Labrador. Business processes are carried out at three terminals, located in Port aux Basques, North Sydney, and Argentia. The first two terminals operate on a year round basis, while the Argentia terminal supports a seasonal service that operates from mid-June to late September.

More specifically, TO&M encompasses ticketing, admission of passengers and vehicles, marshaling of traffic on terminal grounds, loading and unloading of traffic and passengers to and from the vessels, mooring and unmooring the vessels, loading supplies required by vessels such as fuel, food, and bedding, safety and security in the terminal area, maintaining shore based facilities and equipment such as buildings, shunt trucks, and docking ramps, operating a bulk fuel storage facility in Port aux Basques, communicating with customers at the terminal, on the telephone, or visiting the Corporation's website, and developing the parameters used in formulating the annual sailing schedule.

Ferry Terminal Operations

Description: These files pertain to the daily management of Marine Atlantic's terminals. Records document ticketing and admission, marshaling and movement of people, passenger vehicles, commercial vehicles and drop trailers on terminal grounds as well as on and off the vessels. Files also document the preparation of vessels for voyage, including the sailing schedule and changes thereto, advisories and situation reports, voyage traffic counts and traffic mix summaries. Records also reflect stocking of vessels for voyage, such as the loading and unloading of consumables (food/beverages, linens, fuel, garbage, etc.). Files also reflect the maintenance of shore based facilities and equipment such as terminal buildings, shunt trucks, shuttle vans and docking ramps.

Document Types: Checklists, drop trailer sign out and inspection sheets, commercial traffic load manifests (incoming, outgoing), bills of lading, baggage manifests, lost and found lists, daily ticket sales records including financial reports and deposits, schedules, advisories, situation reports, voyage traffic counts, traffic mix summaries, stocking and inventory, waste sheets, garbage logs, fuel records, inspection records, work orders, maintenance schedule reports, equipment test lists, checklists, overhaul reports, supplies lists, stores inventories.

Record Number: MAI-002

On-Board Passenger Services

Marine Atlantic Inc. provides a variety of passenger services on-board its vessels, including cabin services, food and beverage services, retail shopping, and vending and amusement machines. On-Board Passenger Services (OBPS) is responsible for the management of these services as well as assistance with vessel evacuation in the case of an emergency. As the primary point of contact between Marine Atlantic and its customers while on-board its vessels, OBPS plays an important role in helping Marine Atlantic achieve high levels of customer satisfaction.

Passenger Services

Description: These files refer to the administration of safety and comfort services provided to customers while travelling aboard Marine Atlantic vessels. Records regarding comfort services relate to accommodations, food & beverage service, retail sales, and vending and amusement machines. Records regarding safety include signage and instructions for safety/lifesaving equipment, evacuation procedures, safe passage regulations and codes of conduct.

Document Types: Cabin sheets, checklists, kennel records, cash handling deposits and documentation, day end / voyage end financial reports, procedures, instructions.

Record Number: MAI-003

Governance and Corporate Services

This sub-activity is focused on the overall management of Marine Atlantic and has as staff the President as well as senior management and administration personnel for the functional areas of marine services (operations), finance, purchasing, human resources, customer experience, legal services, communications, strategy and corporate affairs, quality, risk, and compliance, and information technology. G&CS is responsible for the overall stewardship of the Corporation through the management of Vessel Operations & Maintenance, Terminal Operations & Maintenance and Onboard Passenger Services, as well as providing support functions such as information technology, human resources and finance to ensure good governance. Governance and Corporate Services also includes the Reservations Department and is responsible for managing the relationship between the Corporation and its external stakeholders.

Customer Experience

Description: These files reflect the overall administration and management of the customer experience, and reflect the maintenance of a positive relationship with customers and stakeholders to ensure that needs are identified and addressed. Records relate to shore based and onboard hospitality, passenger services, customer relations, as well as marketing functions such as pricing and marketing communications. Records also pertain to the sale of products or services to customers, including assessments of customer needs, sales plans and proposals, retail sales, and administration of Marine Atlantic gift shops and food and beverage services.

Document Types: Market research, sales plans and proposals, retail sales plans, customer service needs assessments, gift shop, food, and beverage service outlet sales, contract management, inventories, catalogues, customer enquiries, comment cards, complaints records, customer account management.

Record Number: MAI-004-CEX

Customer Relations - Customer Concerns

Description: This bank describes information that is related to customer enquiries and concerns. The personal information may include name, contact information, date of birth, employee identification number, medical information, other identification numbers, the nature of the service shortcoming or enquiry and the results of the resolution of the concern.

Note: In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide the subject and date of correspondence, incident and location and Customer Relations Customer File Number and travel Booking Number.

Class of Individuals: General public.

Purpose: The personal information is used to administer the customer relations program and to support the management of responses to customer enquiries and the resolution of concerns. The authority to collect personal information is found in Order-in-Council Number: P.C. 1987-463.

Consistent Uses: The information may be used or disclosed for the following purposes: to analyze and resolve complaints and concerns, to respond to enquiries, to identify trends or patterns and improve processes and procedures.

Retention and Disposal Standards: Under development.

RDA Number: Under development.
Related Class of Record Number: MAI-004-CEX
TBS Registration: 20130060
Bank Number: MAI PPU 002

Reservations

Description: These records refer to the scheduling of vessels as well as booking and processing of all types of reservations made by Marine Atlantic and its customers. These include reservations for passengers, vehicles, persons with disabilities, pets, commercial vehicles, drop trailers, dangerous goods, livestock, oversized loads, last minute travel as well as personal accommodations and seating. Files may include information related to vessel scheduling and re-scheduling, passenger and commercial reservations, transportation of persons, vehicles or cargo.

Document Types: Vessel schedules, vessel arrival and departure times, reservation creation, amendment or cancellations, payment of fee reports, refunds, vessel passenger and cargo manifests, vessel load plans, transportation of dangerous goods manifest, accommodation manifest, multiple booking forms.

Record Number: MAI-004-RES

Customer Reservations

Description: This bank describes information that is related to Marine Atlantic's customer reservations program. The personal information may include name, contact information, credit card information, date of birth, employee identification number, physical attributes and signature.

Note: In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide the name, booking number, date and time of reservation and departure port. Information may be stored in the following internal systems / databases: BookIT, AFOS. This Personal Information Bank was last updated in 2013.

Class of Individuals: General public.

Purpose: The personal information is used to provide the corporation with a means of storing and retrieving customer reservation information to support daily operations. The authority to collect personal information is found in Order-in-Council Number: P.C. 1987-463.

Consistent Uses: The information may be used or disclosed for the following purposes: enforcement, inventory of passengers and cargo, reporting to senior management, safety, security, evaluation and to provide the corporation with a means of storing and retrieving customer reservation information.

Retention and Disposal Standards: Under development

RDA Number: Under development

Related Class of Record Number: MAI-004-RES

TBS Registration: 20110471

Bank Number: MAI PPU 001

Safety Management

Description: Files represent the management and administration of and compliance with safety standards and codes set out by Canadian and international legislation and regulations regarding health, safety and the environment.

Document Types: Inspections/audits, certificates, logs, checklists, environmental testing procedures and test results, action plans, procedures, work instructions, monitoring, measuring, management reviews, plans, ISM revision requests, risk registers, risk assessments, incident reports, claims management, trend analyses.

Record Number: MAI-004-SAF

Internal Services

Internal services constitute groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are management and oversight services, communications services, legal services, human resources management services, financial management services, information management services, information technology services, real property services, materiel services, acquisition services, and travel and other administrative services. Internal services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

Acquisition Services

Acquisition services involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

Procurement and Contracting Class of Record

- Professional Services Contracts Personal Information Bank

Communications Services

Communications services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public—internal or external—receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

Communications Class of Record

- Internal Communications Personal Information Bank
- Public Communications Personal Information Bank

Financial Management

Financial management services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

Financial Management Class of Record

- Accounts Payable Personal Information Bank
- Accounts Receivable Personal Information Bank
- Acquisition Cards Personal Information Bank

Human Resources Management

Human resources management services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies and plans.

Awards (Pride and Recognition) Class of Record

- Recognition Program Personal Information Bank

Classification of Positions Class of Record

- Staffing Personal Information Bank

Compensation and Benefits Class of Record

- Attendance and Leave Personal Information Bank
- Pay and Benefits Personal Information Bank

Employment Equity and Diversity Class of Record

- Employment Equity and Diversity Personal Information Bank

Hospitality Class of Record

- Hospitality Personal Information Bank

Human Resources Planning Class of Record

- Human Resources Planning Personal Information Bank

Labour Relations Class of Record

- Canadian Human Rights Act – Complaints Personal Information Bank
- Discipline Personal Information Bank
- Grievances Personal Information Bank
- Harassment Personal Information Bank
- Internal Disclosure of Wrongdoing in the Workplace Personal Information Bank
- Values and Ethics Code for the Public Service Personal Information Bank

Occupational Health and Safety Class of Record

- Employee Assistance Personal Information Bank

- [Harassment Personal Information Bank](#)
- [Occupational Health and Safety Personal Information Bank](#)
- [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)

Official Languages Class of Record

- [Official Languages Personal Information Bank](#)

Performance Management Reviews Class of Record

- [Discipline Personal Information Bank](#)
- [Performance Management Reviews Personal Information Bank](#)

Recruitment and Staffing Class of Record

- [Applications for Employment Personal Information Bank](#)
- [Employee Personnel Record Personal Information Bank](#)
- [EX Talent Management Personal Information Bank](#)
- [Personnel Security Screening Personal Information Bank](#)
- [Staffing Personal Information Bank](#)
- [Values and Ethics Code for the Public Service Personal Information Bank](#)

Relocation Class of Record

- [Relocation Personal Information Bank](#)

Training and Development Class of Record

- [Training and Development Personal Information Bank](#)

Information Management Services

Information management services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

Access to Information and Privacy Class of Record

- [Access to Information and Privacy Requests Personal Information Bank](#)

Information Management Class of Record

- [Library Services Personal Information Bank](#)

Information Technology Services

Information technology services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

Information Technology Class of Record

- [Electronic Network Monitoring Personal Information Bank](#)

Legal Services

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

Legal Services Class of Record

Management and Oversight

Management and oversight services involve activities undertaken for determining strategic direction and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies or plans.

Cooperation and Liaison Class of Record

- Lobbying Act Requirements Personal Information Bank
- Outreach Activities Personal Information Bank

Executive Services Class of Record

- Executive Correspondence Personal Information Bank

Internal Audit and Evaluation Class of Record

- Evaluation Personal Information Bank
- Internal Audit Personal Information Bank

Planning and Reporting Class of Record

Materiel Services

Materiel services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

Materiel Management Class of Record

- Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank

Real Property Services

Real property services involve activities undertaken to ensure that real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

Real Property Management Class of Record

Travel and Other Administrative Services

Travel and other administrative services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

Administrative Services Class of Record

- Parking Personal Information Bank

Boards, Committees and Council Class of Record

- Governor in Council Appointments Personal Information Bank
- Members of Boards, Committees and Councils Personal Information Bank

Business Continuity Planning Class of Record

- Business Continuity Planning Personal Information Bank

Disclosure to Investigative Bodies Class of Record

- Disclosure to Investigative Bodies Personal Information Bank

Proactive Disclosure Class of Record

- Hospitality Personal Information Bank
- Travel Personal Information Bank

Security Class of Record

- Identification and Building-Pass Cards Personal Information Bank
- Internal Disclosure of Wrongdoing in the Workplace Personal Information Bank
- Personnel Security Screening Personal Information Bank
- Security Incidents Personal Information Bank
- Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes Personal Information Bank

Travel Class of Record

- Travel Personal Information Bank

Legend

Standard Classes of Records (CoRs)

- Standard Personal Information Banks (PIBs)

CLASSES OF PERSONAL INFORMATION

Personal information in this class relates to routine correspondence received in the course of Marine Atlantic Inc. activities such as requests for general information and unsolicited correspondence not relating to an active file. The personal information normally includes the name and contact information of the enquirer. This information is not retrievable by personal name or other personal identifier and is generally not used for administrative purposes. Such information is stored as part of the general subject files and the retention period for these classes of information is controlled by the record schedules of the general subject files in which they are stored.

MANUALS

- Disruptive and Unruly Passengers
- Occupational Health and Safety Manual
- Safety Management Manual
- Emergency Response Manual

ADDITIONAL INFORMATION

The Government of Canada encourages the informal release of information. In this regard, you may wish to consult opencanada.ca for a [completed Access to Information summaries](#).

Please click [here](#) for information on how to file a request under the provisions of the *Access to Information Act* and the *Privacy Act*.

For additional information about the programs and activities of Marine Atlantic Inc., please contact:

Communications
Baine Johnston Centre
10 Fort William Place, Suite 302
St. John's, Newfoundland and Labrador
A1C 1K4

READING ROOM

In accordance with the *Access to Information Act* and *Privacy Act*, an area on the premises will be made available should the applicant wish to review materials on site. The address is:

Baine Johnston Centre
10 Fort William Place, Suite 302
St. John's, Newfoundland and Labrador