



- The historic data indicates that the backlog existed in 2016, despite the fact that barriers, like the Self-Help Kit, were in place to prevent workers from accessing the Employment Standards Branch's Services and filing a complaint.

s.13; s.17

- In 2020 the pandemic occurred and ESB staff were redeployed to support the variance project in both the summer of 2020 and in December 2020. ESB also implemented the new TFW complaints process and employer registry, which has more than 1100 registrations.

s.13