

## OUR VISION

TO STRIVE FOR EXCELLENCE IN THE PROVISION OF OUR SERVICES

## OUR MISSION

TO PROVIDE THE CANADIAN PUBLIC WITH INTERNATIONALLY  
RESPECTED TRAVEL DOCUMENTS

## OUR VALUES

### QUALITY SERVICE

*We provide quality service that meets or exceeds the expectations of the Canadian public.*

### QUALITY PEOPLE

*We are committed to recruiting and training quality people.*

### INTEGRITY

*We provide travel documents that enjoy high international reputation and respect.*

### SECURITY

*We continuously focus on the security of the travel document and its production process.*

### COST EFFECTIVENESS

*We deliver travel documents to the Canadian public with the highest regard for cost effectiveness.*

### EFFICIENCY

*We focus on efficiency and sound management in the provision of our services.*

### R & D

*We invest time, effort and resources in research to develop the product and the production process technology.*

### RECOGNITION OF ACHIEVEMENT

*We encourage and recognize high standards of achievement in our employees.*

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