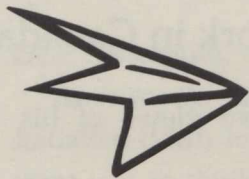


EMPLOYEE SURVEY COMING YOUR WAY



*Opportunity for employees
to say what's on their minds*

For the past several months, you have been hearing about the PMI. The good news is that you are about to experience the PMI's first instrument of measurement in the form of an employee survey. Measuring employee satisfaction is a key component of any organization's process of change. And we can assure you that the primary purpose of this survey is to measure your own satisfaction.

The questionnaire, which is the result of much painstaking thought and effort, will be coming your way later this month. The questions themselves derive largely from extensive consultations with Trade Commissioners and locally engaged Commercial Officers and Commercial Assistants from all regions. The PMI's employee survey will be the most professional, thoroughly planned, and wide-reaching survey that the Trade Commissioner Service has ever carried out. Even so, it will take less than 45 minutes of your time to complete!

Through this survey, management is seeking your views, your level of satisfaction, and your suggestions for improvements, regarding the following:

- *operational issues;*
- *client service delivery;*

- *management policies and practices;*
- *new initiatives;*
- *Canada-based support services (i.e. ITCs, T Branch, S Branch, Geographics); and*
- *the tools and training you receive to do your job.*

Senior management will listen to your opinions, and is committed to responding to the survey's findings by taking whatever action is appropriate and consistent with its mandate. An expression of that commitment will appear in the questionnaire itself.

Rest assured that your individual responses will be completely confidential and undisclosed. We will make the aggregate results and analysis available to all employees this summer.

Indeed, the first of the PMI measurement instruments is coming your way. Grab it and use it well — it's really you doing the measuring on this one!

For further information
on the upcoming employee
survey, call Rodrigue Bilodeau
at 996-2947 or Sylvie Gariepy at
996-1758