

A common understanding of the objectives of the organization, sharing of values and beliefs, and development of a corporate culture, through open communication between management and employees, are critical to the building of an effective work force. In the face of the challenges and changes that lie ahead, the Passport Office considers it a priority to implement strategies to enhance communication within the Agency. It will develop a variety of formal and informal methods to enhance the employees' level of understanding and acceptance of the mission and operating principles of the organization.

The Passport Office will undertake to:

- ❖ develop a corporate visual identity and colours to foster an image reflecting the organization's SOA status;
- ❖ publish a newsletter to strengthen corporate culture, promote a sense of affiliation and provide a vehicle for employee recognition;
- ❖ encourage a management style that promotes good internal communications, including increased visits to the regions by members of the management team; and
- ❖ develop policy and procedural manuals to ensure that employees have the tools they require to perform their jobs as efficiently as possible.

In the interests of improved communications between management and employees, the Personnel Administration Division has written an Employee Handbook which is intended both as an orientation tool for new employees and as an information source for employees already on strength. It includes such topics as working conditions, employee benefits, staffing, training and development, counselling services and incentive awards.

