



to Victoria, British Columbia. The Chief Executive Officer, five directors and 21 managers operate from headquarters; there are three directors and 23 managers in regional offices.

During the year, two additional issuing offices opened in Surrey and Laval. Preparation for other offices is ongoing. (For a complete list of offices see Appendix A.)

The Chief Executive Officer heads the Passport Office, relying on the management team comprised of the directors and managers. As a Special Operating Agency, the emphasis throughout the Office is on accountability, and there is considerable involvement at all levels in the decision-making process.

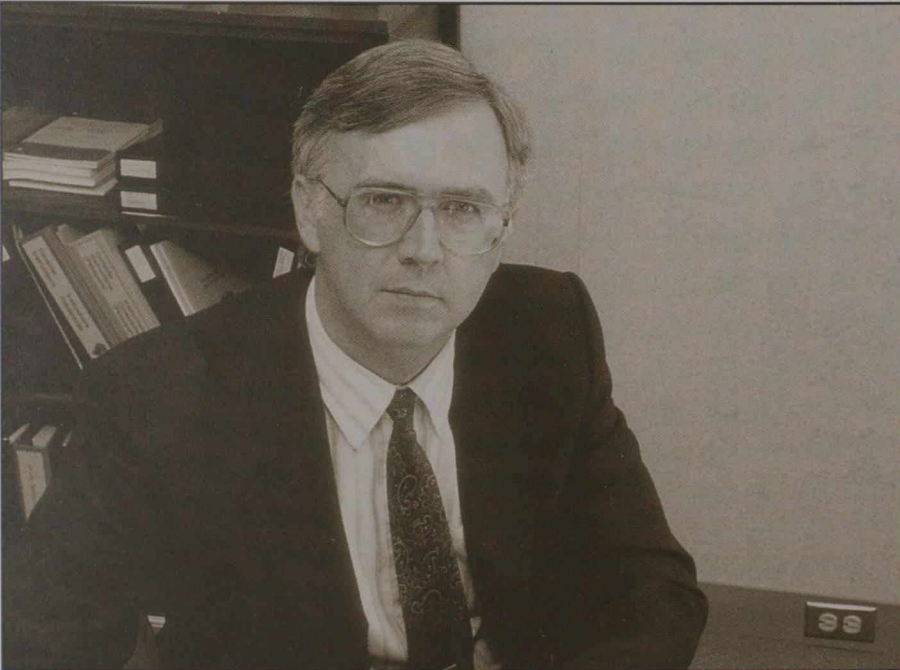
An accord between the Chief Executive Officer and each director sets out specific authorities, accountabilities and responsibilities for the period, and ensures a common view of the Passport Office operations and the factors necessary for success. It also commits directors to use allocated resources – human, financial and materiel – efficiently and with the highest regard for integrity and economy.

Travel Documents

The Passport Office produces a number of travel documents:

- the 24-page passport for occasional travellers;
- the 48-page passport for more frequent travellers;
- special passports for officials on government business;
- diplomatic passports;
- emergency passports issued by Canadian diplomatic and consular missions to travellers stranded abroad;
- refugee travel documents authorized under the *1951 United Nations Convention on the Status of Refugees* and issued in Canada to people who have refugee status; and
- certificates of identity issued in Canada to stateless persons, legally landed in Canada, who do not yet qualify for citizenship.

The 24-page passport currently accounts for almost 98 percent of all documents issued.



Nicholas C. Wise, Director,
Central Operations.

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