

# OUR EMPLOYEES

**This year, the Passport Office employs 989 people, an 18 percent increase over last year.**

The recent increase in staff is the result of the increase in demand for passports, with the accompanying increase in the volume of written and telephone inquiries, and the implementation of IRIS.

The new print production centres will also require more employees as will the Government On-Line initiative and alternative service delivery projects.

The Passport Office views staff training as a key investment that will generate benefits in years to come. More than 95 percent of our training budget is directed to employees in the support, junior and middle levels. In a recent employee survey, employees said they wanted an environment of personal growth in order to make a positive contribution to the organization.

Our Awards and Recognition Program recognizes long service, outstanding performance, meritorious contributions and practical suggestions. The merit and innovation awards are determined through a peer-review process. We have also implemented a number of progressive people management programs, including alternative work options that allow employees a degree of flexibility in arranging their working schedule to balance work, home life and health.

The skill and expertise of our employees is due, in part, to the commitment the Office has made to training and development. We strongly encourage our employees to suggest ways to improve productivity, service delivery and the administration of the organization.

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## Years of Service

Two hundred and seventy employees have worked with the Passport Office for more than a decade. The number of staff members who have been with us for more than 10 years is an indication of a mutually satisfactory working relationship.

### 25 Years of Service

Brigitte Boudreault  
Paul Cavanagh  
Céline Donaldson  
Guy Dufort  
Brenda Helferty  
Judy Kessler  
Peter Ridder  
Donna Weatherall

### 30 Years

Françoise Benoit  
Susan Laewen  
Paul Langlois  
Denise Loyer

### 35+ Years

Barbara Badali  
Betty Cameron