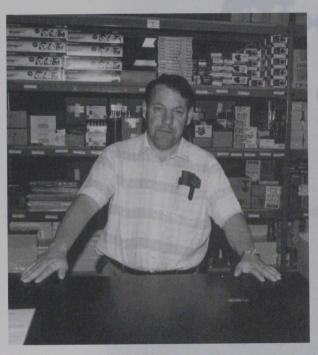
co-ordinated the expansion, relocation and redesign of offices. It was also involved in improving the working environment of staff.

The Records Management Section assisted headquarters and regional staff in dealing with requests to retrieve information from policy and administrative files. Corporate file research requests included 33,426 microfilm requests from the Privacy Commissioner, Consular Services, headquarters and regional offices. A total of 1,140,265 corporate files were microfilmed. Records Management participated in the Local Shared Support Services Committee working group to implement an on-site archives storage for semi- active records. This should result in more efficient retrieval of information. The section also took steps to create and maintain the Passport Office's inventory of corporate information holdings.

The Division conducted a survey to assess client satisfaction with the financial and administrative services provided. This was the first step in developing a new organizational structure for the Division.

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Garry Saumure, Logistic Centre Finance and Administration