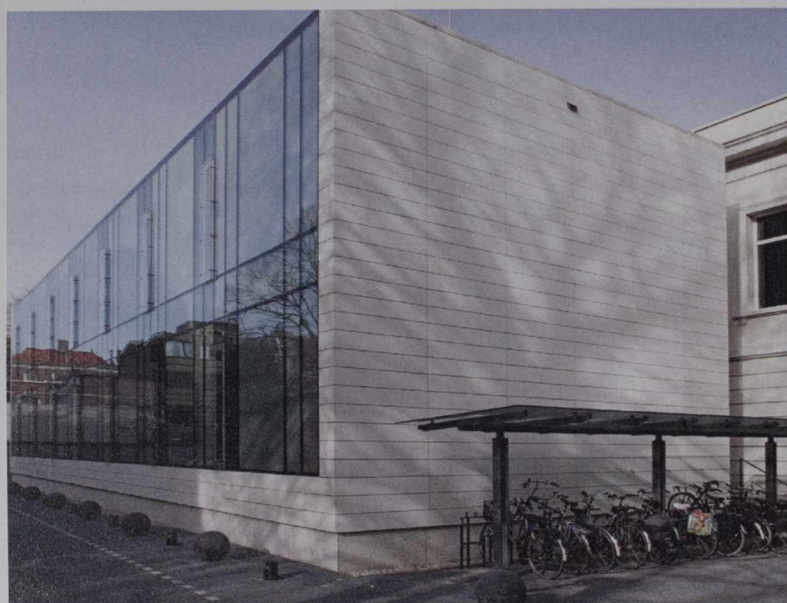


The Physical Resources Bureau is one of the few Government of Canada organizations certified ISO 9001. The Bureau's quality management system was first certified ISO 9001-2000 in 2003; in October 2012, it registered ISO 9001-2008.

On March 31, 2013, the global distribution of properties was: 23 percent in Africa and Middle East; 25 percent in Asia-Pacific; 26 percent in Europe; 13 percent in Latin America and the Caribbean; and 13 percent in North America.

"Our goal is to become the most sustainable diplomatic mission in India. Energy conservation, recycling, solar power, and waste management are an integral part of our strategy. We've reduced our CO2 emissions by 250 tonnes in the first six months of 2013 alone; a marvellous indicator of our progress towards that goal."

—Stewart Beck, High Commissioner of Canada to India.



Canadian Embassy in The Hague.

Courtesy of ARBC

FIGURE 15
Distribution of Properties in World Regions as of March 31, 2013

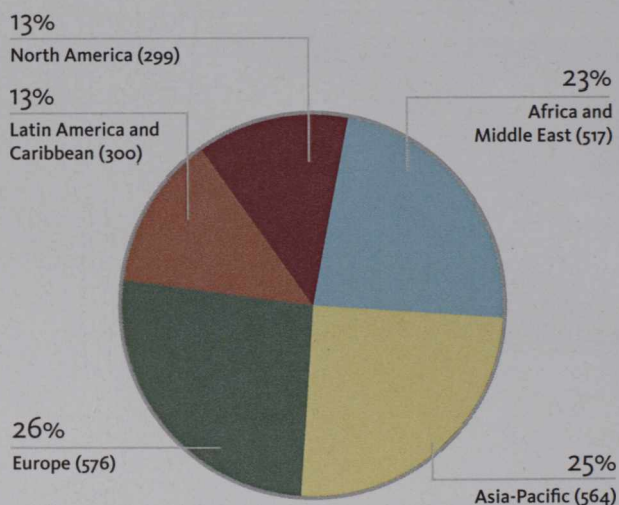


FIGURE 16
Properties and Expenditures, 2011-2012 and 2012-2013

	2011-2012	2012-2013
Properties	<ul style="list-style-type: none"> • 243 chancery complexes (170 leased, 73 Crown-owned)* • 107 official residences (30 leased, 77 Crown-owned) • 1,919 staff quarters (1,321 leased, 426 Crown-owned, 172 private leases) 	<ul style="list-style-type: none"> • 246 chancery complexes (169 leased, 77 Crown-owned)* • 111 official residences (34 leased, 77 Crown-owned) • 1,899 staff quarters (1,271 leased, 422 Crown-owned, 206 private leases)
Expenditures	<ul style="list-style-type: none"> • \$242 million on property expenses including rent and routine day-to-day maintenance. • \$76.6 million on major capital projects • \$16.7 million on approximately 665 major maintenance projects • \$22.4 million on over 7,600 actions to purchase goods and services 	<ul style="list-style-type: none"> • \$364 million on property expenses including rent and routine day-to-day maintenance.** • \$201.6 million on major capital projects** • \$10.9 million on approximately 460 major maintenance projects • \$50.3 million on over 7,500 actions to purchase goods and services

* Some missions have a chancery with an annex accounting for two chancery complexes.

** Includes costs related to the acquisition of a building in London, adjacent to Canada House on Trafalgar Square, and to its renovation and integration with Canada House. (As part of the overall London Chancery Consolidation project).