

policies are understood and that international implications are appreciated within Canada;

- (f) to monitor on a continuing basis and to expand the policy of appointing honorary consuls;
- (g) to conduct headquarters training of consular staff prior to their assignments abroad.

2.5 Clients

The principal clients of the program are members of the general public in the following categories:

- (a) Canadian citizens resident abroad;
- (b) Canadian citizens travelling abroad;
- (c) relatives (or friends) of (a) or (b) living in Canada.

Other clients include:

- (a) Canadian business interests operating abroad;
- (b) Canadian travel agents;
- (c) foreign governments;
- (d) various federal government departments and agencies (e.g., CEIC, Customs and Excise, Sol. Gen., CIDA, ITC, etc.) for which consular staff render certain services.

With the exception of certain aspects of Headquarters' activities involving policy establishment and development, the Consular Services program is almost entirely responsive; i.e., activity is created only when demands for services are received. In most cases, the workloads are to some extent predictable. Consequently, it is possible to plan resource requirements with reasonable success. Most of the activity is conducted at the posts by very small consular units, frequently only one or two persons. Passports are issued and consular services rendered with a degree of spontaneity, and priority setting is rarely an issue. Workload determinants include:

- (a) the number of Canadian citizens resident in the consular territory;
- (b) the number of Canadian visitors to the consular area concerned (often seasonally influenced);
- (c) safety factors for travellers and local incidence of criminal offences involving foreigners;