

plans for the organization outlined here and the needs of individual employees. All Passport Office managers will assist in the development and implementation of the Plan, bearing in mind the need for fairness, equity and sensitivity in their dealings with staff.

Among the specific tasks to be undertaken will be:

- ❖ the development of human resource management policies on such matters as employment equity, training and development, decentralization, mobility and automation;
- ❖ the forecasting of human resource requirements over the long term;
- ❖ the elaboration of a recruitment, selection, training, development and career-planning strategy to meet those requirements, and an examination of the feasibility of alternative compensation and benefits programs;
- ❖ the development of a reference tool for managers on human resource issues; and
- ❖ an examination of the possible benefits of further delegation of personnel authority.

2. INCENTIVE AWARDS PROGRAM

The Passport Office upholds, as one of its values, the recognition of achievement. An Incentive Awards Program was designed to recognize employees for their accomplishments and their dedication to the Passport Office. Six awards have been established: the *Merit Award*, the *Long Service Award*, the *Suggestion Award*, the *Division Award*, the *Friendship Award* and the *Service to the Public Award*.

Directors will have considerable discretion and autonomy in prompt recognition of employee performance or contributions meriting special notice. Under the Incentive Awards Program, Directors will have the authority to present non-monetary rewards such as passes to theatres, meal certificates and other tokens of appreciation.

