



The Chief Operating Officer heads the Passport Office. In executing his day-to-day activities he relies on the expertise of a management team comprised of directors and managers. As a Special Operating Agency, the emphasis throughout the Office is on sound business practices, and there is considerable involvement at all levels in the decision-making process. A contract is drawn up annually between the Chief Operating Officer and each Director. This sets out specific authorities, accountabilities and responsibilities for the year, and ensures a common view of the Passport Office operations and the factors necessary for success. It also commits directors to use allocated resources – human, financial and materiel – efficiently and with the highest regard for probity and economy.

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## Travel Documents

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**T**he Passport Office issues the following travel documents:

- 24-page passports for occasional travellers;
- 48-page passports for more frequent travellers who require the extra pages for entrance/exit stamping;

- special passports for officials on government business;
- diplomatic passports;
- emergency passports issued by Canadian diplomatic and consular posts to travellers stranded abroad;
- refugee travel documents issued in Canada to persons eligible under the 1951 United Nations Convention relating to Refugees; and
- certificates of identity issued in Canada to eligible legally landed non-Canadians.

The 24-page passport currently accounts for 97 percent of all documents issued.

In Canada, the Passport Office is the only institution mandated to issue these documents.

The Passport Office also provides advisory services to Canadian missions issuing passports abroad, visa services for official travel, and training to consular officers.