

# TABLE OF CONTENTS

Message from the Chief Executive Officer..... i

Part I Introduction ..... 1

Part II Mandate and Role ..... 1

Part III Mission, Vision and Values ..... 3

Part IV Organization and Accountability Framework ..... 3

Part V Relationships ..... 7

Part VI Evaluation ..... 8

Annex A Financial and Administrative Delegations .... 9

Annex B Human Resources Delegations ..... 10

Annex C Advisory Board ..... 13

Annex D Passport Office Locations in Canada ..... 14