

## CHAPTER 1: SERVING THE TRAVEL NEEDS OF CANADIANS

Canadians planning to travel abroad will need the services of one of the federal government's most accessible agencies — The Passport Office. For most people the service required is the issuance of a passport. While this is the most frequently required service, the Office issues other travel documents such as diplomatic passports, special passports, emergency passports, certificates of identity and refugee travel documents.



*From left to right - Back row: Francine Dos Santos, Julie Girard, Micheline Laberge, Chantel Bérubé, Louise Martel, Christine Genest  
Front Row: France Souchereau, Monique Gervais, Guy Dufort  
Laval Office*

The Passport Office enjoys a high international reputation for the integrity of both the documents it issues and the issuing process itself. To maintain the reputation, the Office constantly searches for new ways of doing business through technological and client service improvements.

The Passport Office has established close ties with other Canadian government departments and agencies. These partnerships allow the Office to improve its service to the Canadian public and at the same time enhance the security and cost-effectiveness of its operations.



*Leslie Finter, Examiner  
Ottawa Office*

The mandate under which the Passport Office operates is derived from the Canadian Passport Order. The Office is charged with issuing, revoking, withholding, recovery and use of passports.

The Office also delivers procedural guidance to missions abroad. It provides official travel service to officials and elected representatives travelling on business on behalf of the Government of Canada or provincial or territorial governments. In addition, it responds to international requests for advice on matters of effective and efficient delivery of a secure passport.

### Mission

The Passport Office has a clear mission — to provide the Canadian public with internationally respected travel documents. The documents are recognized by multilateral treaties and have a worldwide reputation for their authenticity and the integrity of the issuing process. The mission statement expresses the basic purpose of the Agency and acts as a basis for developing long-term strategy, including identification of potential markets and product lines. The broad nature of the mission statement enables the