

# VISION AND VALUES



## Our Vision

To strive for excellence in the provision of our services.

## Our Mission

To provide the Canadian public with internationally respected travel documents.

## Our Values

### ***Quality Service***

We provide quality service that meets or exceeds the expectations of the Canadian public.

### ***Quality People***

We are committed to recruiting and training quality people.

### ***Integrity***

We provide travel documents that enjoy high international reputation and respect.

### ***Security***

We continuously focus on the security of the travel document and its production process.

### ***Cost Effectiveness***

We deliver travel documents to the Canadian public with the highest regard for cost effectiveness.

### ***Efficiency***

We focus on efficiency and sound management in the provision of our services.

### ***R&D***

We invest time, effort, and resources in research to develop the product and the production process technology.

### ***Recognition of Achievement***

We encourage and recognize high standards of achievement in our employees.