

The Program will also give employees an opportunity to recommend co-workers for recognition.

3. ACCOMMODATIONS PLAN

The present physical work environment in a number of offices is poorly designed and its space is limited. In some instances, the facilities cannot accommodate the additional staff required to respond to the growing demand for travel documents, or new operational requirements and procedures.

The Passport Office will:

- ❖ develop a global, long-term Accommodations Plan, taking into account the needs of its offices across the country;
- ❖ encompass in the Plan space requirements, renovations and fit-ups for new and existing offices, paying special attention to ergonomics; and
- ❖ address design requirements to reflect the corporate visual identity and colours of the Passport Office.

4. AUTOMATED INFORMATION SYSTEMS

Good management information systems are of increasing importance to the efficient operation of any organization. The Passport Office will pursue its commitment to use information technology effectively and to provide employees with the information systems, databases, software packages and training necessary to facilitate decision making and to ensure an efficient delivery of passport service to the public.

5. COMMUNICATIONS PLAN: INTERNAL COMMUNICATIONS

The communications measures outlined under section A) *Quality of Service* above will be carried out in concert with measures to enhance internal communications.