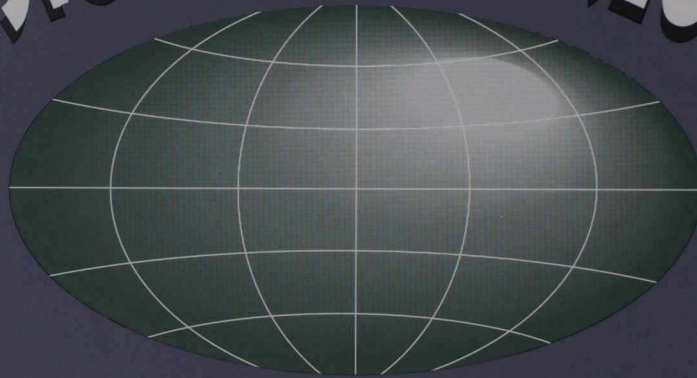




# VISION AND VALUES



## **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.

