

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.

RESEARCH & DEVELOPMENT

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.