

Accountability

2004 Achievements



Integrity

Transparency

04



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada



Helping Build a Stronger Canada

The success of Public Works and Government Services Canada (PWGSC) resonates throughout government and ultimately in the lives of Canadians across the country. We play a lead role wherever and whenever the government acts on its agenda, transforming a vision for Canada into concrete achievements. We support the government's key priorities by delivering sophisticated solutions to our clients – other government departments and agencies. We enable them to do what they do best – serve Canadians. We provide critical services common to all federal departments and agencies ensuring optimum value to our clients and to Canadians.

This past year, we invested in re-thinking, re-modeling and re-energizing our structures, our tools and our processes to streamline our organization and improve the way we do business. As a result we successfully advanced policy objectives, helped to increase government efficiency and enhanced the transparency and accountability of all that we do. Our success helped our colleague departments and agencies respond to the evolving needs and expectations of Canadians.

The scope of our services is vast and unrivalled. This past year, for example, we purchased over \$10 billion in goods and services on behalf of government and negotiated or managed more than 60,000 contracts. We administered compensation for 292,000 government employees and 322,000 pensioners. We also provided accommodations for almost 210,000 public servants across Canada and managed in excess of six million square metres of office space in some 1,900 locations.

As one of the world's leading common service providers, our team of more than 13,000 professionals applies its expertise and experience in virtually every aspect of government including project and property management, procurement, architectural and engineering services, information technology and telecommunications, auditing, management and consulting, assets disposal, standards development and certification, translation, terminology, interpretation, compensation, and financial services including those of the Receiver General. Professional and performance-driven, we measure the success of our work only by the success of our clients in producing the results Canadians deserve.

We are committed to collaborating with our colleague departments and agencies so we fully understand their needs. Our purpose is to make them successful while making certain that Canadian taxpayers are getting the best possible value for their money.

We aspire to excellence in everything we do and that means we must always adapt and evolve the way we work to succeed. Yet even as we grow and change, one thing remains constant and absolute – our commitment to the public trust. Our long and proud heritage is deeply rooted in a culture of ethics and values. It is our anchor in this time of rapid change.

The innovative professionals of PWGSC reflect Canada's diverse and multicultural society, and we collectively respond to the new challenges of globalization and the 21st century economy.

This report features our most significant accomplishments and contributions in 2004 in serving the Government of Canada and Canadians. We take pride in these achievements and in the talents and expertise of our people as together we lead the way forward and help build an even stronger Canada.

Table of Contents



- Helping Build a Stronger Canada 02

- Our Contribution to Government 05**
- Delivering Good Government and Significant Value 06
- Savings for Canadians 08
- In Partnership Across Governments 08
- Serving Canadians with an Outstanding Workforce 08

- Working Across the Country 11**
- Building Canada 12
- > IN ONTARIO AND QUEBEC 13
- > IN ATLANTIC CANADA 13
- > IN THE FAR NORTH 14
- > IN THE WEST 14
- People Helping People 15
- Supporting Canada’s First Nations 15
- Supporting Canadian Youth 15

- Delivering Government On-line 17**
- Connecting Canadians to Their Government 18

- Greening Government 19**

- Working Around the World 21**

- How to Contact Us 23**

Our Contribution to Government

Did You Know

We handle \$1.3 trillion in Receiver General cash flows and make 226 million payments annually.

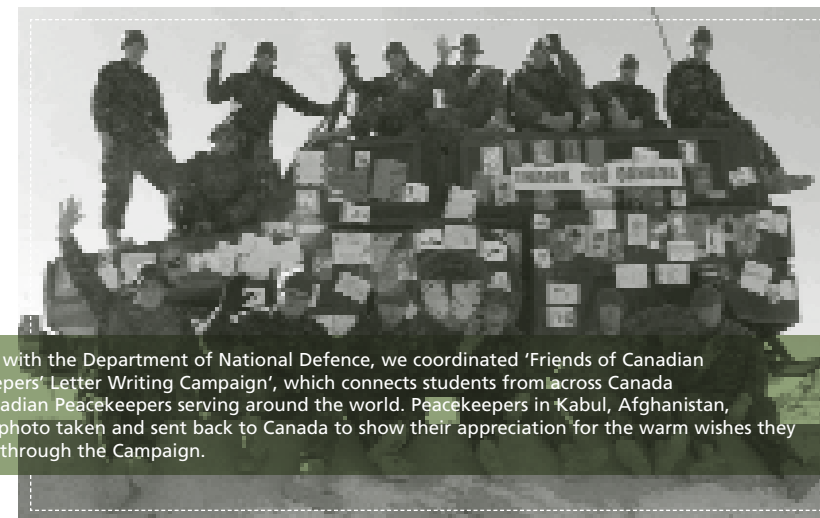
Delivering Good Government and Significant Value

In a world changing faster and more fundamentally than perhaps ever before, it is not enough to simply keep pace.

As the work of our department affects all aspects of government, Canadians justifiably expect the highest professional standards from us.

We deliver high quality services in a transparent and accountable way – demonstrating at all times our respect for taxpayers' money. We work from more than 200 locations across Canada, the United States and Europe, anticipating and responding to the diverse needs of our clients while improving our own departmental governance framework.

Look closely at everything we do and you will find evidence of our creativity and innovation; our efficiency and effectiveness; and our organizational core values including prudence, accountability, transparency, integrity and fairness. As we move forward, laying the foundation for our future, we continue to transform the way we do business. By adapting to the evolving needs of our clients, together we are able to meet the new challenges of our modern society and deliver on the promise of the global economy.



Working with the Department of National Defence, we coordinated 'Friends of Canadian Peacekeepers' Letter Writing Campaign', which connects students from across Canada with Canadian Peacekeepers serving around the world. Peacekeepers in Kabul, Afghanistan, had this photo taken and sent back to Canada to show their appreciation for the warm wishes they received through the Campaign.

- We delivered key on-site services to Canadian troops serving in Afghanistan and Bosnia-Herzegovina – everything from general supplies and food services, to transportation, power and water supplies, and road and grounds maintenance.
- We also helped integrate the Second Battalion Princess Patricia's Canadian Light Infantry into Canadian Forces Base Shilo in Manitoba. We procured the equipment for this complex process on time or ahead of schedule – providing our troops with the time they needed to successfully complete their mission.
- We staged an auction on behalf of the Department of National Defence to sell equipment the Second Battalion Princess Patricia's Canadian Light Infantry no longer required after its relocation to the Kapyong Barracks in Shilo, Manitoba. The auction raised more than \$77 thousand.
- We implemented a new banking system enabling retired Canadians living abroad to collect their pensions in the local currency and drawn from their local bank. Pensioners now receive their funds more quickly and with better exchange rates.
- We provided our financial and legal expertise to the Canadian Space Agency during its negotiations for a \$5.4 million research and development contract with NASA.

- Our compliance and transfer payment audits helped ensure transfer payments were being spent for their intended purposes. These audits were done on behalf of Canadian Heritage, Industry Canada, the Canadian International Development Agency and Foreign Affairs Canada.
- We developed corporate risk profiles, customized risk management tools and created risk management training and pre-testing modules for a group of small agencies led by the Canadian Transportation Agency. This experience led to the development of a generic corporate risk profile for small agencies, which is now available on-line to the small agency community across government.
- Our support was critical to the successful staging of the RCMP Musical Ride 'Sunset Ceremony', or lowering of the flag, performed weekly through much of the summer in the National Capital Region.

Taking Action Against Avian Flu

The request came from Health Canada and it was marked *urgent*. We had to quickly procure sufficient quantities of the anti-viral drug, Tamiflu® to combat the threat of Avian Influenza. We acted immediately to keep Canadians safe.

Although available in Canada exclusively from the patent holder and only in limited quantities, we secured the company's agreement not to sell this drug abroad until Canada's requirements were met.

This led to the speedy delivery of the drug across the country ensuring there is enough medicine to treat potential outbreaks of Avian flu in Canada for the next five years and at a price up to 35 percent lower than

previously paid by provincial Departments of Health.

The threat of Avian flu was most acute in British Columbia where we helped establish an Emergency Operations Centre for the Canadian Food Inspection Agency. We outfitted the Centre's 200 new employees and met their urgent need for accommodations and telecommunications as they set up the new office.

- As the summer federal election approached, we helped Elections Canada conduct audits of candidates' election-related expenses and we prepared our information officers at the Government of Canada Enquiry Centre for questions about the election. We worked 18 hours a day throughout the campaign and responded to almost 100,000 enquiries.
- We improved and tested Election Canada's new payment system while ensuring its existing payment system was properly functioning to serve as a backup.
- We upgraded Health Canada's hosting and support services and delivered a consolidated, long-term solution to its Firewall Infrastructure to prevent unauthorized access to its internal network. This reduced software maintenance costs, cut the number of firewalls required and engaged a fully managed, full-time support structure.
- We relocated, expanded and fully secured the central data centre for Correctional Services Canada at a fraction of the estimated cost, saving time and support costs.



We collaborated with Publications Ontario, the provincial government's official publisher, to increase sales of our most popular publications by making them available on-line. The partnership also boosted sales for Publications Ontario as its most popular titles are now available through our Web site and call centre.

Savings for Canadians

We are driven to always deliver smarter, faster and greener services and – as a result – we save money for Canadians. These significant savings define our success and result in tangible benefits to government departments and agencies. Our commitment to finding cost efficiencies without reducing our quality services pays off for our clients and ultimately for Canadians.

- We finalized a \$100 million six-year agreement with Atlantic Blue Cross Care for Veterans Affairs Canada saving Canadians up to \$20 million and creating up to 90 jobs in New Brunswick. The deal launched a new system, which enhances patient care and processes nearly 250,000 eligible claims annually including those made on-line.
- We saved Canadians approximately \$3 million by boosting our on-line sales of surplus federal government material ranging from ships and cars to goods seized for departments and agencies.
- We reduced our fleet of vehicles and the associated costs including insurance, parking, maintenance and disposal.
- In Québec alone, we saved Canadians about \$283 thousand, helped preserve about 18,500 trees and reduced greenhouse gas emissions by 4,275 metric tonnes thanks to our advanced recycling program.

In Partnership Across Governments

By partnering with all levels of government and sustaining collaborations throughout the private sector we enhance the effective, transparent delivery of common services to government departments and agencies.

- We helped launch the first annual Synergy Award to recognize successful collaborations between government departments or other levels of government as a means to advance the cause of sustainable development.
- We saved Canadians approximately \$6.5 million by partnering with the Canada Revenue Agency for the delivery of its real property services. Improved management of supply and demand for available space, as well as efficiencies generated by a reduction of overlap and duplication, created these savings.

Serving Canadians with an Outstanding Workforce

Canada's Public Service is modern, vibrant and strong, befitting a creative, modern society facing the new challenges of the 21st century. Canadians can be proud that our Public Service truly sets the standard for excellence. Our people are rich in experience and expertise and passionate about improving Canadians' lives.

Delivering non-partisan, professional services and policy advice to government is a signature quality of our work. We take pride in our commitment to excellence and to public sector ethics and values. Our employees represent the multicultural mosaic of our society and bring world-class skills, leadership and integrity to the job of building an even better Canada.

- We won the Nova Scotia Federal Council Award for our work raising awareness about diversity and inclusion. The award recognizes our support of diversity-related programs and services, and the significance we place on diversity in our workforce.
- We shared our translation expertise and placed Canada at the forefront of international cooperation in linguistics by staging seminars in cooperation with the Alliances Françaises network in Uruguay, Argentina and Paraguay. We showcased our strength in this field and our flagship product TERMIUM®.
- We launched the *Pavel Terminology Tutorial*, an on-line learning tool, which advances the study of basic terminology standardization and principles. This tool is a valuable new resource to language specialists, translators, editors, technical writers and database administrators.

Advancements in Advertising

Advertising helps the Government of Canada communicate with Canadians and deliver information on a variety of subjects, including citizens' rights; government policies, programs, services or initiatives; health and safety issues; the environment and more.

In partnership with the Treasury Board Secretariat and the Privy Council Office, we instituted a more transparent and accountable framework for government advertising, including:

- awarding an Agency of Record contract for media buying, and standing offers and supply arrangements to advertising firms;
- launching the Advertising Management Information System to collect and publicize advertising campaign information;
- releasing a best practices guide for record keeping and project file management;
- publishing the *E-Handbook on Advertising* – a guide for public servants;
- eliminating commissions and instead paying for work at an hourly rate;
- increasing transparency by issuing an annual report on advertising activities.

Building a Reputation for Excellence

The Building Owners and Managers Association (BOMA) promotes excellence in the commercial real estate industry across Canada through information, education and recognition. We were recognized for our work by winning BOMA's prestigious Building of the Year Award of Excellence for three buildings in Ottawa...

- St. Andrews Tower
- Connaught Building, and
- Thomas D'Arcy McGee Building

...and one in Toronto for our Joseph Shepard Building at 4900 Yonge Street (also awarded the Certificate of Environmental Excellence and the Certificate of Building Excellence).

The award recognizes our building management expertise, operational efficiency, excellent tenant relations, and emergency planning, community impact and training practices.

We won the Earth Award from BOMA for excellence in environmental expertise for the following buildings:

- Portage III in Gatineau, Quebec;
- Canada Place in Edmonton; and
- The new Government of Canada building at 401 Burrard Street in Vancouver, B.C.

This award recognizes our superb record of water and energy conservation, indoor air quality, green purchasing and recycling practices, as well as our waste management and safety record.

- We won the Award of Excellence from BOMA-Atlantic for our Superannuation Building in Shediac, New Brunswick;
- We won BOMA's Certificate of Building Excellence and a Certificate of Management Excellence for 200 Town Centre Court (the Canada Centre) in Toronto; and
- We won BOMA's Historical Building Award for our J. D. Higginbotham Building in Calgary, Alberta.
- We won the prestigious Gold Medal Award of Excellence at the Public Service Quality Fair for both our environmental management system at 4900 Yonge Street in Toronto and for our quality management system at our National Service Call Centre.
- We won a Technical Commendation from the Construction Specifications Institute for our role in revising its flagship publication, *MasterFormat*™ — the industry leading specifications-writing standard for most commercial building design and construction projects in North America.
- The prestigious Illuminating Engineering Society of North America awarded us with its Air Carrier Award for our design and installation of innovative inset lighting for the Greater Toronto Airport Authority at Toronto's Pearson International Airport. Our pioneering approach was recognized as a first in North America.

We worked 18 hours a day during the federal election responding to almost 100,000 enquiries from Canadians across the country.

Working Across the Country

Did You Know

We provide a safe and productive work environment to about 210,000 public servants, enabling our clients to focus on their work serving Canadians.

Building Canada

As the country's real estate authority and strategic advisor we act as custodian for more than 1,900 federal sites or approximately \$6.8 billion of Government of Canada real property holdings.

This includes more than six million square metres of office space across Canada making PWGSC the largest consumer and owner of office space in the country.

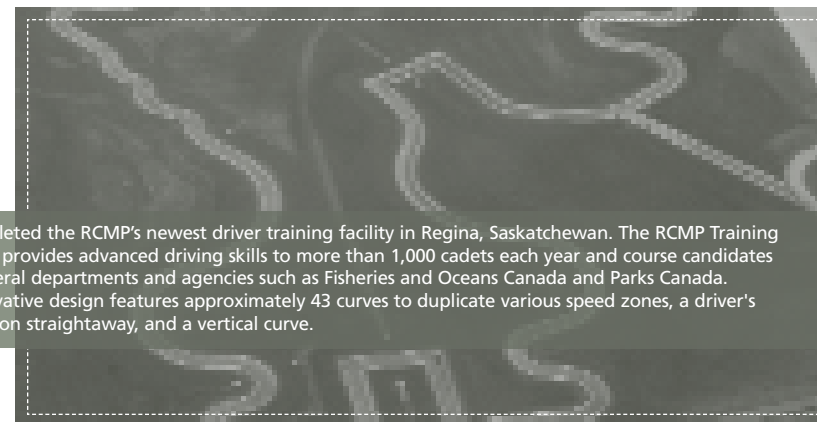
We are responsible for acquiring, building, managing, operating, maintaining, repairing and disposing of the real property assets that government departments and agencies use in carrying out their mandates to serve Canadians. These assets range from office and warehouse space, to industrial buildings, laboratories and other specialized facilities. We also build and maintain highways, bridges, wharves and airports ensuring they reflect the commitment of Canadians to protect the environment and respect the needs of persons with disabilities.

Our team of architects, engineers, office accommodation specialists, real estate experts and asset and facilities managers contribute to more than 2,000 construction projects every year, with an approximate value of \$700 million. We share our expertise for the benefit of all Canadians by entering into approximately 500 architectural and engineering consulting and technical service contracts worth \$75 million annually. Our work creates jobs, stimulates local economies and contributes to communities in every corner of the country.

We administer some 2,000 lease contracts with annual rents totaling more than \$500 million and we oversee \$265 million worth of renovation, restoration and reconstruction

being done on Parliament Hill and surrounding buildings. Respecting the desire of Canadians to maintain the historic value of our national treasures, we also maintain other heritage buildings and landmarks across the country.

- We located, then acquired, the property necessary to install a comprehensive network of Doppler Radar sites across Canada. Our experts also provided architecture and engineering services for the design and construction of the sophisticated installations, which upgraded Environment Canada's weather forecasting abilities.
- We streamlined our building maintenance and inspection programs by developing and engaging a new software platform that helps reduce the amount of time needed to deliver key building operation services.
- We made \$407 million in payments in lieu of taxes related to federal departmental properties, to approximately 1,500 municipalities and taxing authorities across Canada under authority of the *Payments in Lieu of Taxes Act*.



We completed the RCMP's newest driver training facility in Regina, Saskatchewan. The RCMP Training Academy provides advanced driving skills to more than 1,000 cadets each year and course candidates from federal departments and agencies such as Fisheries and Oceans Canada and Parks Canada. The innovative design features approximately 43 curves to duplicate various speed zones, a driver's acceleration straightaway, and a vertical curve.



Our Green Citizenship Network organized a volunteer day at Earl Bales Forest to help the City of Toronto Parks and Recreation Division, and the Toronto and Region Conservation Authority plant trees and shrubs to help prevent soil compaction and erosion. Earl Bales Forest is considered an Environmentally Significant Area because of its superior collection of mature Black Maples, Sugar Maples and Red Oak trees.

...In Ontario and Québec

- We completed the final phase of our 20-year restoration of the historic St. Helen's Complex in Kingston, Ontario and were awarded the Frontenac Heritage Foundation's Certificate of Commendation for our painstaking work.
- We replaced aging water mains, and completed the complex installations of new water mains, on time and on budget at several federal buildings in the Ottawa area. We improved the capacity, quality, and reliability of the main water supply by engaging state-of-the-art drilling technology all while limiting disruptions to employees.
- Together with Parks Canada, we restored and refurbished the Peterborough, Ontario Lift Lock – still the largest in the world – to mark its 100th anniversary. We gave this heritage site a fresh look and helped preserve it by improving its structural strength.

- A workplace environment that inspires employees and promotes productivity ...that's exactly what we designed and produced at Citizenship and Immigration Canada's Call Centre in Montréal. The workplace is modern and stimulating and features 200 workstations plus rooms for training, relaxation, meetings and network maintenance.
- We completed a successful environmental remediation of the historic lighthouse and bird sanctuary project at Chantry Island, located on Lake Huron near the Town of Southampton in Ontario. We removed 11 tonnes of hazardous waste and debris from the lighthouse basement and 40 tonnes of contaminated soil. Bird nesting in the spring and tourism in the summer meant the work had to be done before winter. Owned by Fisheries and Oceans Canada and locally managed, the Island's historic lighthouse, built in 1885, the lighthouse keeper's dwelling and National Bird Sanctuary make the Island a tourist attraction.

- As custodians of the Old Port of Montréal, we conducted health and environmental risk analyses then proceeded to decontaminate and fully restore the site. Approximately seven million people visit the historic port annually.

...In Atlantic Canada

- We completed an elaborate renovation of Human Resources and Skills Development Canada's Nicholas Denys Building in Bathurst, New Brunswick, including an upgrade of its mechanical and electrical systems – all without disrupting the delivery of services.
- We diverted 95 percent of the waste generated during construction of the Potato Research Centre for Agriculture and Agri-Food Canada in Fredericton, New Brunswick. We enhanced its energy efficiency and reduced maintenance costs by reducing the building's size and redesigning its laboratory facilities.

Mission Alert

Arctic wolves couldn't stop us. Neither could minus 40 degree temperatures. Twenty-four-hour darkness and zero visibility barely slowed us down.

To complete our mission for Environment Canada we trekked to one of Canada's most remote Arctic outposts – Alert, Nunavut, 817 km from the North Pole – to report on the condition of two Environment Canada facilities. It was hardly a non-stop flight (there are none to Alert). We travelled from Toronto to CFB Trenton, to Iqaluit and from there, to Resolute and onto Alert.

Then came the journey home — a flight on a Canadian Air Forces C-130 Hercules to the U.S. Forces Base in Thule, Greenland, onto Winnipeg, and then finally to Trenton, Ontario.

The Alert mission proved again that our expertise helps our partner departments serve Canadians everywhere – even in the most isolated corners of the country.

...In the Far North

- We helped the Department of National Defence conduct one of the biggest military exercises ever held in northern Canada. Based in Pangnirtung, Nunavut we provided accommodations, office and storage space, food, vehicles, and property management expertise. We also delivered fresh food, water taxi and waste removal services to the Halifax Class Multi-Role Patrol Frigate HMCS Montreal deployed to the area for the exercises.



In collaboration with Parks Canada, Canadian Heritage, and Acadian cultural groups in Nova Scotia and New Brunswick, we restored several heritage sites including the stonework of the North Ravelin and the drawbridge at the historic Citadel in Halifax.

...In The West

- We managed a \$3.13 million renovation and expansion of Health Canada's offices in Winnipeg, Manitoba. Our architects, designers and property and project managers planned and executed the work with minimal disruption to employees.

- Our seismology experts in British Columbia published two research papers – in collaboration with Montreal's École Polytechnique – in the highly respected *Canadian Journal of Civil Engineering* on the capacity of buildings to withstand earthquakes.

In spite of one of the coldest winters and wettest summers in Manitoba history, we managed the completion of a water treatment plant and pumping station in the town of Wasagaming, on time and on budget and, thanks to our collaboration with Parks Canada, with minimal impact on the surrounding environment.

People Helping People

There is no value more Canadian than helping others in their time of need – wherever that need exists and whatever it takes to make a difference. That’s why we support the work of people in more than 140 federal departments and agencies, and their efforts to serve Canadians everywhere. To us, building a better Canada is not only about our technical know-how and our formidable range of skills. It’s about people helping people, and that’s what we do – anytime and anywhere we can.

- Through the Government of Canada’s Workplace Charitable Campaign we raised \$1.3 million to help Canadians across the country most in need. This impressive total not only exceeded expectations, it surpassed our previous record.
- We helped to raise over \$830,000 in Toronto for the Foundation Fighting Blindness Canada, a leading eye research foundation, by participating in the 26th annual Ride for Sight bike parade for motorcycle enthusiasts.
- We also competed in the Molson Indy Bike Challenge, “Riding for Kids”, and raised \$1,000 for the YWCA of Greater Toronto’s childrens’ charities.
- Working with the charity, Habitat for Humanity, we contributed to the construction of a new home for a family in Innisfil, Ontario. Our people cleaned the construction site, built and installed stairs and helped landscape the backyard.

Supporting Canada’s First Nations

Canada’s Aboriginal Peoples have a unique and prominent place in our shared history. Our country and our culture are enriched by the contributions of Canada’s First Nations, Inuit and Métis people. Sharing our prosperity with Aboriginal Peoples is a government-wide priority and so we are working together with Aboriginal Canadians and provincial and territorial governments to create conditions for long-term development – learning, economic prosperity, and modern institutions of Aboriginal governance – while respecting historical rights and agreements.

- We opened a new school in Deer Lake, Ontario for First Nations’ students ranging from Kindergarten to Grade 10. Construction was completed two months ahead of schedule and well within budget. This accomplishment was especially gratifying as it was the result of a collaboration involving the First Nations’ band, Indian and Northern Affairs Canada and our team of Project and Financial Managers.

- We helped the Hupacasath First Nation of Vancouver Island develop a mini-hydroelectricity plant which produces 6.5 megawatts of ‘green’ electricity – enough to meet the First Nation’s own needs and allow it to sell the excess to B.C. Hydro. The plant will reduce greenhouse gas emissions by at least 10,000 tonnes per year. In addition, the new development has diversified the local economy, providing much-needed jobs and training.

Supporting Canadian Youth

The students and youth of Canada today represent the workforce and leadership of the future. Recognizing and supporting their talents and ambition now will pay dividends for them and for Canada as they grow into their professional lives. Inspired by their vitality and drive to achieve, we strive to provide them with the opportunities and sense of purpose that comes with serving Canadians.

- We donated more than 100 surplus computers, printers, monitors and CPUs to schools in Ontario and ensured that equipment deemed unusable would be recycled in an environmentally responsible way.
- Our publication, *Symbols of Canada*, was listed in Learning Resources Update 2004, and has been sent to schools in Saskatchewan to support various Kindergarten to Grade 12 curricula.

PWGSC employees raised \$1.3 million to help Canadians across the country most in need.

Delivering Government On-line

Did You Know

As leaders in the Government On-line initiative, we helped Canada win recognition – for the fourth consecutive year – as the world’s best in providing on-line services to its citizens. Accenture – a global management consulting, technology services and outsourcing company – cited Canada’s expertise in its annual international report on e-government. Our commitment to consulting Canadians and collaborating with other federal departments and levels of government was noted as a key contributor to Canada’s overall success.

Connecting Canadians to Their Government

Canadians are connecting with their government, with each other and with the world more often and more easily than ever before. Our leading role in Canada’s Government On-line (GOL) initiative has been a key part of this success.

Timely, valuable information and a myriad of government services are easily found via citizen and client-centred gateways or virtual windows through which Canadians can identify and access the services they require. The most commonly used federal services – those that touch the lives of the greatest number of Canadians and Canadian businesses – are now available on-line.

We have embraced technology and modernized our information technology systems. And in so doing, we have transformed the way the government provides services to Canadians. Our colleague departments and federal agencies continue to boost their on-line presence and, working together, we provide smarter, more streamlined and integrated single-window services to Canadians.

In partnership with Library and Archives Canada and Treasury Board, we launched a new service to enhance the information management programs of more than 20 federal departments and agencies.

We implemented a substantial new database for the Department of Social Development Canada enhancing its delivery of such programs as Canada Pension Plan and Old Age Security.

We saved time and money by cooperating with Hydro Quebec to consolidate our electricity bills into a single monthly bill and make it available on-line. It covers most federal buildings in the province.

Secure Channel, one of the most sophisticated networks in the world, provides Canadians and businesses with secure, private, high-speed access to government services on-line. As the key component of the GOL initiative, the Secure Channel ensures that Canadians can use the GOL single window to conduct on-line transactions efficiently, effectively and in a way that is consistent with federal privacy standards.

We continue to expand the capacity and potential of the Secure Channel. But already, it seamlessly delivers a wide range of secure, on-line services for Canadians, ranging from the filing of Employment Insurance claims to determining the status of personal tax accounts. Canadian businesses are using the Secure Channel to electronically file Record of Employment information – an approach that could save employers millions in labour and related costs.

Our expertise and equipment combined to transform the Canada Revenue Agency’s operating environment from outdated microfilm technology to digital imaging. Forty million tax vouchers and GST/HST documents were converted and made available on-line.

We made it possible for Canadian travelers to acquire important information and services by making wireless computer access a reality. It is now easier to access key information including border crossing

wait times, Member of Parliament contact numbers, currency exchange rates, media advisories and passport office contacts through the convenience of cell phones.

- We created, designed, hosted and helped maintain the government’s Workplace Charitable Campaign Web site. It served as a platform to share information and ensure the campaign’s success.
- We helped Canada become the first country in the world to make a national census available on-line. We completed the testing and quality control regimen required to prepare the on-line survey for Statistics Canada’s 2006 census.
- We redesigned our Electronic Media Monitoring User Survey and made it available to more than 70 federal departments on-line. Departmental media monitors can now access critical electronic media monitoring information, including contracts, much more easily.
- We won three gold medals for three key on-line initiatives at GTEC 2004 – the prestigious exhibition for IT professionals. We were recognized for the Secure Channel, Collaborative Seniors Portal and Record of Employment Web Systems.

Greening Government

Did You Know

Approximately 40 percent of our fleet of vehicles runs on ethanol, propane or natural gas giving us the largest alternative fuel fleet in Canada. Our fleet is expected to include 109 of these environmentally responsible vehicles by 2006.

When Canada's Green Plan was initiated in 1990 the average office worker generated 190 kg. of solid waste and today at the federal level, it's been reduced to 52 kg.

Helping to Provide a Sustainable Environment for Canadians

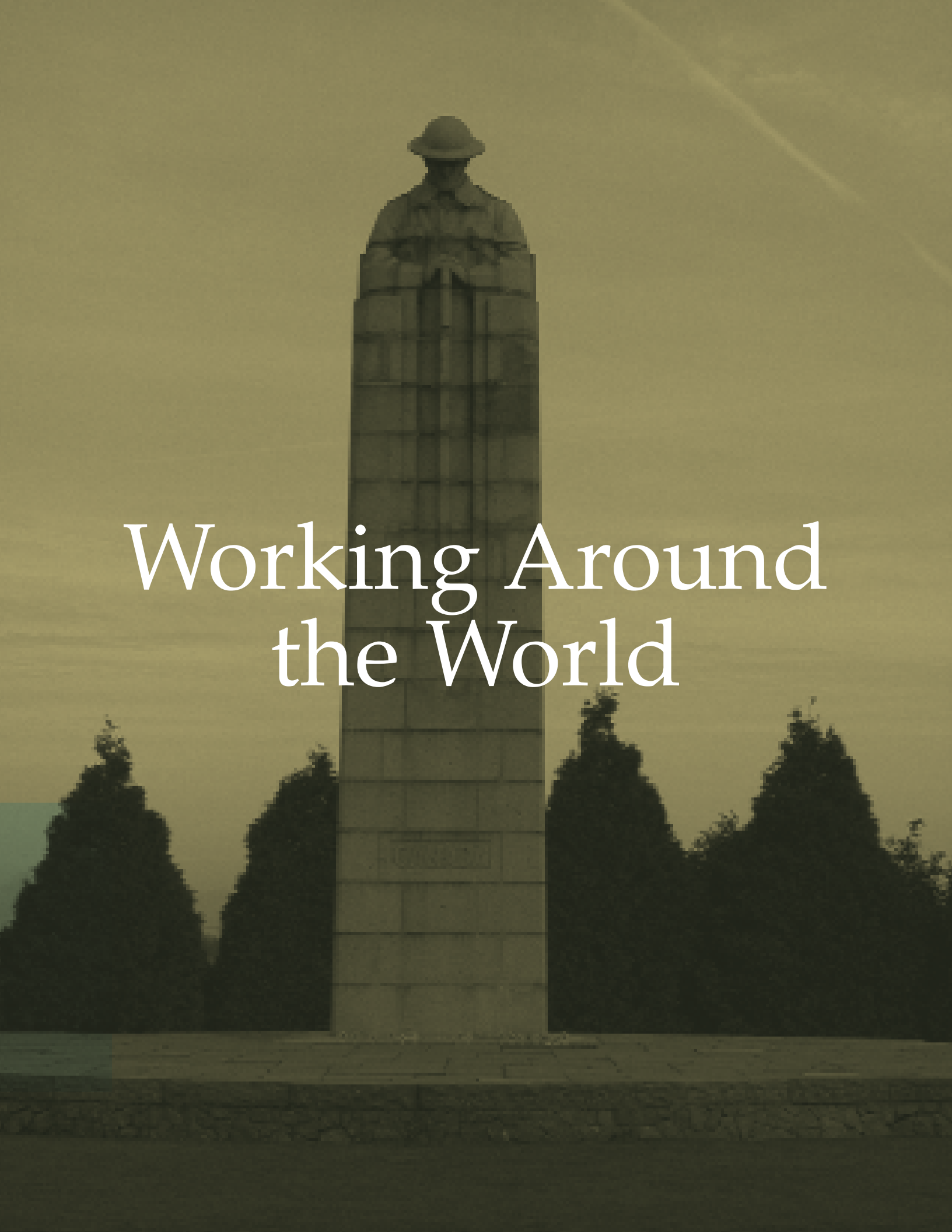
Our commitment to excellence in environmental sustainability continued to drive our efforts in greening government. We have systematically embedded sustainable development into our decision-making. From our green procurement policies and green building designs to our growing fleet of low-emission vehicles, our responsibility to the environment is built into everything we do.

As the Government of Canada works to meet its commitments to the Kyoto Protocol on climate change, we steadily advanced our green agenda with the aim of producing long term and enduring results for our environment. With a straightforward, innovative approach, we reduced our greenhouse gas emissions by 24 percent over 1990 levels by using more energy efficient technologies. This has translated into an annual savings of \$16 million for Canadians. We recognize that greening government is not only the right thing to do, it can save money as well.

As the ethic and imperative of sustainability spreads across Canada and around the world, our ingenuity and drive are already helping us to produce and use energy more cleanly and efficiently; to eliminate toxins from our air, water and soil; and to build more sustainable communities.

We opened the first fully "green" RCMP building in Canada, the new Avalon East RCMP District Office in Holyrood, Newfoundland. It features a ground source heat pump used for both heating and cooling the building, lighting systems with sensors that reduce energy consumption and a solar collection area to boost heat and light in the office area.

- We introduced the 'Recycling for the Nation' program in all our buildings and have since diverted as much as 60 percent of solid waste from the conventional waste stream.
- Our experts recycled and reused excess Library of Parliament copper roofing and installed it at the new Canadian War Museum – a rare contribution to both the preservation of our environment and to Canadian heritage sites.
- We diverted over 450 kg of hazardous materials away from landfill sites through our battery disposal program. We then expanded the effort to divert up to a further 6,000 kg of batteries from local landfills.
- We reduced vehicle emissions by cutting the size of our fleet from 604 in 1993 to its current size of 277 vehicles. We negotiated a new vehicle rental arrangement, which provides us with energy-efficient hybrid cars whenever required.
- When the Government of Canada and the province of Nova Scotia announced a total of \$400 million in funding for the cleanup of the Sydney Tar Ponds and Coke Ovens, we moved ahead with initial preventative measures designed to curtail the spread of contaminants at the site. We also took steps to prepare the site for the full-scale remediation project. Our role in the cleanup includes leading the environmental assessment, in part with Environment Canada, Transport Canada, and the involvement of the Canadian Environmental Assessment Agency.
- With Natural Resources Canada and Environment Canada, we advanced the government's commitment to purchase 20% of federal electricity requirements from low or renewable energy sources. This measure alone could reduce greenhouse gas emissions by about 235 kt annually. Eighty percent of the government's electricity is currently generated from hydro or other renewable sources.
- We staged our first-ever buyer and supplier forum to stimulate demand for, and supply of, environmentally responsible goods.
- We worked with IBM to advance the Government of Canada Marketplace, an innovative approach to e-procurement designed to facilitate faster buying while identifying green products to increase sustainable purchases.
- We funded a Canadian version of the Leadership in Energy and Environmental Design (LEED) program, originally developed in the U.S. It is a ratings system developed to determine the environmental sustainability of building designs and is used in large, new construction and major renovation projects.



Working Around the World

Did You Know

Our Government On-line experts shared their expertise and experience with foreign delegations including government officials from Finland, Japan, Australia, New Zealand and Ghana.

Promoting Canadian Expertise Around the Globe

Every day we expand the base of our skills and knowledge. And as we do, we shrink the distance between Canada and the rest of the world.

In this age of globalization, we recognize that it is only possible to advance our national aspirations when we are connected to the world and effectively engaged on the international stage.

Bringing our skills to bear beyond our borders is nothing new. We are recognized around the globe for our experience and expertise. From our management and organizational skills and our operational experience, to establishing priorities for knowledge transfer and capacity building, the value of our work is recognized as a significant contribution to peace and prosperity in both

the developed and developing world.

Our offices in Washington, U.S.; London, England; and Koblenz, Germany; contribute to the enhancement of Canada's presence on the world stage, raising the profile of the Government of Canada and promoting better understanding and more frequent exchanges between Canadians and foreign citizens.

As technology and ease of travel bring people closer and make the world seem smaller, our influence and connectedness grows. Distinguished for our world-leading Government On-line initiative, we continue to set the standard for countries everywhere, asserting Canada's interests in a competitive global marketplace and projecting our values to the world.

- We consulted with and provided crucial support to the French government as it launched its own nation-wide telephone information service with strong similarities to 1 800 O-Canada. These similarities include convenient operating hours and direct access to information officers.

- With the help of local experts, our heritage masons restored a Canadian World War I memorial in St-Julien, Belgium. We overcame difficult winter conditions to complete the project on time and were rewarded with the thanks of the Commonwealth War Graves Commission in Belgium. Designed by Canadian sculptor Frederick Clemenshaw, this memorial was originally unveiled in 1923.



Conservation on Easter Island, Chile
 We delivered professional site conservation planning and design support to the World Monuments Fund and the National Forestry Corporation of Chile for the conservation initiatives taking place on Easter Island. We helped implement the first phase of the conservation program for Rano Raraku at Rapa Nui National Park. Rano Raraku is the quarry where the monolithic volcanic rock structures, called moais, were sculpted a few centuries ago. We participated in community workshops to validate the proposal for the redevelopment of the Interpretive Trail System, provided training for local construction personnel, carried out pre-construction layout and monitored the initial stages of construction at this unique archaeological site.



Conclusion and Contacts

Achievements 2004 features some of the major accomplishments of Public Works and Government Services Canada in the past year. We made significant contributions in support of the Government of Canada's priorities by delivering innovative, professional services to other government departments and agencies in an ethical, transparent and accountable way. We are proud of our past successes and look forward with enthusiasm to the possibilities and opportunities that await us in 2005. Together we are committed to building on our strong foundation and to leading the way forward to an even better Canada.

HOW TO CONTACT US

For more information about us or to obtain additional copies of this report, contact Public Works and Government Services Canada by e-mail at questions@pwgsc.gc.ca, or by telephone at (819) 956-9201, or visit our Web site at pwgsc.gc.ca.