



# *Our Charter*

## *Canada Border Services Agency*

*Protection ■ Service ■ Integrity*

### *Our Mission*

The Canada Border Services Agency works to ensure Canada's security and prosperity by managing the access of people and goods to and from Canada.

### *Our Vision*

An integrated border agency that is recognized for service excellence in ensuring Canada's security and prosperity.

### *Our Workforce*

We work with vigilance at the border, within Canada and abroad, providing the services necessary to help keep our nation safe and prosperous.

Born of the rich history that is our legacy, we are proud to protect and serve Canadians and confident in our ability to meet new challenges.

We are united in our resolve to carry out our diverse mandate and enforce the laws of Canada with impartiality and fairness.

As leaders and innovators in border management, we value our strong domestic and international partnerships and are dedicated to working together on critical safety, security and trade issues.

We rise to the challenges we face each day, and take pride in knowing that the work we do makes a difference in the lives of Canadians while contributing to global security and commerce.

### *Our Commitment to Service Excellence*

- Respect and courtesy
- Fair application of the law
- Privacy and confidentiality
- Bilingual service
- Accurate information
- Review of our actions and decisions

