



HOUSE OF COMMONS  
CHAMBRE DES COMMUNES  
CANADA

# STRATEGIC PLAN 2019-2022



# | OUR PLAN



The House of Commons Administration's ***Strategic Plan 2019–2022*** sets out our corporate priorities and strategic direction for the next three years. It will serve to guide our decisions and focus resources so that the Administration is best able to respond and adapt to Members' needs.

The Board of Internal Economy, the governing body of the House of Commons, ensures that progress against the plan is communicated through the annual ***Report to Canadians***.

## **OUR VISION**

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We deliver outstanding services to Members of Parliament and their employees in support of parliamentary democracy.

## **OUR MISSION**

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We support the parliamentary work of Members by anticipating their needs and delivering streamlined, personalized, quality services.

# | OUR VALUES

The values of the House Administration define who we are and what matters to us. They represent the commitment of the House Administration to the Members we serve and form the foundation upon which we achieve our purpose and goals.

## WE VALUE

### IMPARTIALITY

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We are non-partisan and we respect, support and promote the democratic process.

### EXCELLENCE

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We strive to continuously improve our services by experimenting and innovating.

### ACCOUNTABILITY

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We honour our commitments, take responsibility for our actions and learn from them.

### OUR PEOPLE

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We believe that everyone has a contribution to make and has the potential for individual growth.

### TEAMWORK

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We are one team that leverages diversity in all its forms.



# OUR PRIORITIES



Over the next three years, the work of the House Administration will focus on four key priorities. Providing outstanding services to Members and their staff means that this plan is a living document that we will adapt based on their needs.



## IMPROVED CLIENT EXPERIENCE AND OPERATIONAL EXCELLENCE

The House Administration strives to be a leader in service excellence in support of the parliamentary work of Members of Parliament and their staff—on the Hill, in their constituency offices, and abroad.

### KEY FOCUS AREAS:

- Enhance orientation services to support Members and their staff through the election process and on an ongoing basis;
- Enable a more mobile and connected environment;
- Continue to provide accessible services and premises; and
- Review and adjust the information we provide on parliamentary practices.



## UNIFIED AND SEAMLESS SERVICES

The House Administration offers a wide range of services to Members and their staff to support them in various roles. Over the next three years, we will simplify access to services to facilitate their work.

### KEY FOCUS AREAS:

- Improve access to services to achieve a client-focused and integrated service delivery model; and
- Review the governance model for our services and products to ensure resource optimization.





## EMPOWERED AND ENGAGED WORKFORCE

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We employ a dedicated and professional workforce. Our goal is to empower and motivate our employees to deliver outstanding services. To do that, we will foster a culture of innovation and creativity that will engage employees with diverse skills at all levels. This will help generate new ideas on ways to better serve Members and their staff.

### KEY FOCUS AREAS:

- Foster a culture of empowerment where employees can contribute and collaborate across all levels and service areas; and
- Develop and implement an action plan following the results of the 2018 Employee Engagement Survey.



## MODERNIZED PHYSICAL SPACES AND ASSOCIATED SERVICES

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The Parliamentary Precinct is the seat of our democracy and is the setting for much of the work of Members and their staff. The multi-decade rehabilitation program currently underway in partnership with Public Services and Procurement Canada provides an opportunity to restore and modernize the physical and digital workspace to continue to meet the needs of parliamentarians.

### KEY FOCUS AREAS:

- Develop and implement a unified corporate approach to asset management;
- Review and update the House of Commons' requirements and guiding principles for future renovations to the Parliamentary Precinct;
- Execute the Long Term Vision and Plan; and
- Maintain, support and enhance our security environment.





## FOR MORE INFORMATION

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The *Report to Canadians*, which is published every year, provides an update on the progress of the House Administration in supporting Members of Parliament and their employees. It is available on our public website, [ourcommons.ca](http://ourcommons.ca), where Canadians are invited to learn more about the House of Commons and the vital work of Members and their staff.

For more information, you can also follow us on social media, [ourcommons.ca/en/social-media](http://ourcommons.ca/en/social-media).