



The Vision

To be an innovative, customer-oriented, strategy-focused and technology-driven organization that, through strategic partnerships, will contribute to Jamaica being among the most secure countries with the best international travel experience in the Americas.



The Mission

PICA Contributes to a Safe, Secure and Prosperous Society by Safeguarding Jamaica's Borders, Enhancing A Sense of Belonging and Facilitating Cross Border Travel While Being Financially Self-Sufficient.



Core Values

Professionalism - We strive for excellence and continued self-improvement whilst adhering to the highest standards of moral and ethical values.

Integrity - We operate within the prescribed policies and procedures, determined at all times to avoid impropriety and conflict of interest.

Customer Service - We are dedicated to satisfying our customers and therefore believe in respecting our customers, listening to their requests, and understanding expectations.

Accountability - We are accountable to our customers and fellow employees, demonstrated by understanding our roles and responsibilities for every action and decision.