

## **OUR SERVICE COMMITMENT *cont'd***

**Management Commitment** - the management of the Human Resources Branch is committed to the following principles:



### **ACCOUNTABLE**

- we will continuously monitor the extent to which the HR Branch is meeting its service standard commitments; and
- we will take appropriate actions and corrective measures to ensure that necessary improvements are made.



### **INFORMATIVE**

- we will report to you annually on how we are measuring up to the standards; and
- we will keep you informed on an on-going basis of changes being made to improve our service and better address your human resource requirements.