

## OUR SERVICE COMMITMENT

**Employee Commitment** - All staff within the Human Resources Branch are committed to the following basic service principles:



### **TIMELY**

- requests for service are promptly acknowledged; and
- specific delivery targets are established based on client expectations.



### **RESPONSIVE**

- we are focused on client needs;
- we will reflect an understanding of the clients' business and priorities; and
- services are adapted wherever applicable.



### **RESULTS-ORIENTED**

- services emphasize results over red-tape and propose workable solutions in light of all available options, risks and constraints; and
- there is less emphasis on restrictions, with a "can do" attitude.



### **COMPETENT**

- services are based on a sound understanding of human resource management practices, Public Service requirements and flexibilities, and modern administrative techniques.



### **COURTEOUS**

- we will show a high level of courtesy in all client interactions.