

## Letter from ADM, Human Resources

---

The **Human Resources Branch** is striving to meet your expectations on an on-going basis. In our effort to do so, we have defined **Service Standards** for all services that we currently provide to our clients.

The purpose of doing so is two-fold:

- **Spelling out our commitment to you** - To provide you with information on what you can currently expect from us when we are assisting you with your human resource issues; and
- **Establishing a baseline for measuring future success** - To provide a baseline upon which we can continue to improve, and against which we can measure the impact of future HR initiatives.

We hope you will find this document helpful in your day-to-day dealings with the Human Resources Branch, and look forward to working with you to address your human resource needs.

Suzanne Laporte  
ADM, Human Resources