



## Human Resources Philosophy

Our philosophy is based on these values and principles:

- △ Respect for individuals.
- △ People of an organization create its success.
- △ People must be supported by the organization to nurture success.
- △ All jobs have inherent dignity and contribute to self-worth.
- △ Our primary job is to provide quality service.
- △ Honesty and fairness are cornerstones in all interactions and decisions.

## Human Resources Functional Foundation

Our beliefs rest on four pillars:

### Customer Focus

- △ We must discover the needs and expectations of our customers.
- △ Our processes and services must focus on those needs and expectations.
- △ We must measure how good we are at satisfying our customers.
- △ We must continually seek to improve our services and processes.

### Quality Service

- △ We must provide the right services at the right time.
- △ Our services must add value.
- △ We must design processes that are easy to use and understand.

### Respect, Trust, and Fairness

- △ Every person who uses our services has the right to be treated with respect.
- △ Our processes must be designed to ensure not only that individuals are fairly treated, but that they perceive that they have received a “fair shake.”
- △ Our activities and services must promote understanding and relationships based in honesty and trust.

### Strategic Enhancement

- △ Our services must be aligned with Mines strategic vision.
- △ We must support divisions and departments as they seek to achieve their goals and objectives.
- △ We must embrace change.
- △ We must plan.