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.