

# C<sup>2</sup>Ai<sup>2</sup>r



## To care for those we serve and work with

- We value all employees and citizens and treat them with dignity and respect
- We listen actively and display compassion towards employees and citizens
- We provide support to - and show interest in each other as employees and the citizens, caring for all our wellbeing
- We show appreciation and give recognition to employees and citizens



## The ability and capacity to do the job appointed to do

- We are able to do the job we are appointed to do, and always strive for excellence
- We develop and grow our people, enabling and empowering them to do their job in support of service delivery
- We empower employees to - and focus on rendering an excellent service to the people in the Western Cape
- We demonstrate a knowledge and an understanding of - and work together to execute in terms of the constitutional, legislative and electoral mandates



## To be honest and do the right thing

- We create an ethical environment by being honest, showing respect and living out positive values
- We seek the truth and do the right things in the right way in each situation
- We are reliable and trustworthy and behave consistently in word and in action
- We act with Integrity at all levels in all instances with zero tolerance for corruption



## We take responsibility

- We have a clear understanding of our vision, mission, strategic objectives, roles, delegations and responsibilities
- We all deliver on our outcomes and targets with quality, on budget and in time
- We hold each other accountable as Public Servants and know we can trust each other to deliver
- We individually take responsibility and ownership for our work, actions and decisions



## To be open to new ideas and develop creative solutions to problems in a resourceful way

- We foster an environment where creativity is the norm and is rewarded and supported.
- We strive to be creative thinkers that view problems from all possible perspectives.
- We allow employees to learn from their mistakes in order to find new avenues of service delivery.
- We have the ability to engage all options and find a resourceful solution.



## To serve the needs of our citizens and employees

- Our focus is the citizen, building relationships that allow us to anticipate their needs and deal with them proactively
- We take each other and citizens seriously, being accessible, listening and hearing their voice
- We respond with timeous action and within agreed timeframes
- We collaborate with each other and stakeholders, providing appropriate and reliable information and sharing it responsibly

