

# RDOS Chief Administrative Officer (CAO) Vision



## Culture

My vision is to encourage a culture of trust, innovation, collaboration, and continuous learning. I believe in creating an environment where every individual feels valued and empowered to contribute their ideas. I am committed to promoting diversity and inclusion, and I will commit to creating a workplace where everyone feels respected and appreciated.

## Accountability

Accountability will be the core of our operations. To hold ourselves responsible for our actions, commitments and decisions, and for all team members to do the same. Accountability fosters trust, and improves performance. By increasing accountability, the expectation is to create and maintain high standards of integrity and transparency in all our dealings.

## Service Level

To provide exceptional service to our customers, internal and external. The goal will be to exceed customer expectations. To commit to delivering high-quality services and to continually strive to improve our processes to enhance customer satisfaction.

## Trust

For trust to be the foundation of our relationships with our customers, employees, and Directors. To continually build and maintain trust through open and honest communication, ethical business practices, and **consistent delivery on our promises**. Trust is earned, and we will be committed to achieving it in everything we do.

## Branding

Our logo is our brand and it represents our commitment to excellence, innovation, and customer satisfaction. The aim will be to create a strong and positive image that resonates with our customers. We will strive to communicate our brand values consistently to both customers and staff.

## Affordable Housing

Add to an existing department affordable housing responsibility to tackle the problem through a comprehensive and coordinated approach, which includes the RDOS, the province, member municipalities, and electoral areas.

In conclusion, my vision is to create a culture of accountability and trust, deliver exceptional service levels, build a strong brand, and encourage an increase in affordable housing.

I believe this vision will guide the RDOS toward our goals as an organization.