



# Innovation

We are open to new ideas and develop creative solutions to challenges in a resourceful way.

- We seek to implement new ideas, create dynamic service options and improve services.
- We are citizen-centric and strive to be creative thinkers who view challenges and opportunities from all possible perspectives.
- We have the ability to consider all options and find a resourceful solution.
- We value employees who question existing practices with the aim of renewing, rejuvenating and improving them.
- We foster an environment where innovative ideas are encouraged and rewarded.
- We understand mistakes made in good faith, and allow employees to learn from them.
- We solve problems collaboratively to realise our strategic organisational goals.