



A Message from the Chief Human Resources Officer, Human Resources Services

McMaster University is a student-centered, research-intensive institution consistently ranked among the top 100 universities in the world. McMaster's success is attributed to our talented faculty and staff, who are the University's most valuable resource and the only source of lasting competitive advantage in post-secondary education.

Every day, I am inspired by the outstanding contributions of staff and faculty who rise to the challenge of advancing the University's Mission and achieving the strategic priorities established in *Refining Directions*. They consistently establish new frontiers in service excellence; enhance McMaster's reputation; and dare to dream, innovate, and deliver extraordinary results in teaching and research.

Top employers in Canada make no distinction between organizational and human resources strategies – they are one and the same. They put people first knowing that by doing so, services to clients and stakeholders, financial results, and their reputations in the community will take care of themselves. We are working together to make McMaster that kind of employer.

The University continues to make progress in improving the employee experience, and this will never stop. Whether you are a current, past, or prospective employee of McMaster, I would encourage you to explore this website and contact me at avphrs@mcmaster.ca with your feedback on what you think the University is doing well, and what we can be doing better. You make McMaster great. Together we will continue to make it better.

Best wishes,

A handwritten signature in black ink, appearing to read "Mark Haley".

Mark E. Haley, CHRP