

# 2025-2028 NS Pension Strategic Plan



## Our Vision

To strengthen the retirement future of Nova Scotians



## Our Mission

To provide outstanding pension services



## Our Values

**Commitment:** to provide the highest quality service

**Trust:** to act with integrity and to make sound decisions

**Respect:** to show consideration to our members and our colleagues

**Expertise:** to build and retain a diverse and talented team

**Collaboration:** to build mutually beneficial relationships

## Our Key Strategic Objectives



### Client Service

Prepare for and navigate changes in the retirement landscape

- provide comprehensive, expert support to our clients
- strengthen client knowledge and experience
- adapt investment strategies to meet shifting challenges



### Operational Excellence

Create efficiencies and manage risk

- continually improve the way we do business
- use technology to optimize effectiveness
- foster a risk-aware and risk-responsible culture
- prioritize information security



### Value Leadership

Champion meaningful solutions

- build new relationships and leverage existing ones
- embrace technology and innovative practices
- adapt to changing market conditions and client needs
- seek value in everything we do



### People

Optimize performance through workplace culture

- attract and retain top talent
- focus on employee experience
- enable and develop our people
- prioritize respect, inclusion, and well-being