



NSPSC

2019 - 2022

Strategic Plan



Vision

To strengthen the
retirement future of
Nova Scotians



Mission

To provide outstanding pension services

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

Key Strategic Objectives

- **Client Service:** anticipate and respond to the changing retirement landscape
- **Operational Excellence:** create efficiencies and manage risk
- **Value Leadership:** champion solutions that enhance sustainability
- **People:** have the right people in the right jobs at the right time



Client Service

ANTICIPATE AND RESPOND TO THE CHANGING RETIREMENT LANDSCAPE

- 1. provide comprehensive, expert support to our clients*
- 2. broaden education and promote retirement planning*
- 3. adapt investment strategies to meet shifting challenges*



Operational Excellence

CREATE EFFICIENCIES AND MANAGE RISK

- 1. continually improve the way we do business*
- 2. foster a risk-aware and risk-responsible culture*



Value Leadership

CHAMPION SOLUTIONS THAT ENHANCE SUSTAINABILITY

- 1. leverage existing relationships and seek beneficial new ones*
- 2. always strive for pragmatic, meaningful results*
- 3. seek value in everything we do without sacrificing quality*



People

HAVE THE RIGHT PEOPLE IN THE RIGHT JOBS AT THE RIGHT TIME

- 1. provide a desirable place to work*
- 2. forecast future resource needs*
- 3. enable and develop our people*
- 4. ensure roles remain relevant and impactful*