

# TRS Core Values



## Our Mission

Improving the retirement security of our members by prudently investing and managing the Trust assets and delivering benefits that make a positive difference in their lives.



### Member Focused

We exist to serve our members.



### Ethics

We act with integrity in everything we do.



### Accountability

We take responsibility for our actions, behaviors, and outcomes.



### Respect

We act with respect, fairness, and kindness in constant pursuit of a trusting environment.



### Diversity

We are stronger together because we embrace our differences.



### Efficiency

We look for ways to streamline our processes to improve business outcomes.



### Collaboration

We work together to achieve our mission.



### Excellence

We strive for excellence through continuous improvement.



Our values represent a mutual understanding about responsibilities, expectations, and communication in the way we treat each other and those we serve.

# Core Values Behavior Statements

## Member Focused

- I work to earn the trust of our members.
- I look for ways to provide quality service to our members.
- I understand my role is to serve and exceed member expectations.
- I listen to members and respond professionally and empathetically to their needs.
- I make decisions with members' best interests in mind.
- I ensure member-desired outcomes drive my performance.
- I pursue our strategic vision, mission, and goals with members' best interests in mind.
- I am prepared and engaged when interacting with members.

## Ethics

- I act in the best interest of our members.
- I abide by TRS rules, procedures, and policies.
- I act with integrity and uphold ethical standards.
- I take full responsibility for following guidelines and meeting expectations.
- I encourage and challenge others to maintain high ethical standards.

## Accountability

- I recognize my actions impact member trust in TRS.
- I consider the impact of my decisions and behaviors.
- I foster an inclusive work environment.
- I follow through and keep my commitments.
- I own my actions and their outcomes.
- I complete my work in a timely manner.
- I look for solutions to overcome obstacles.
- I contribute to my team's success.

## Respect

- I value the contributions of our members.
- I assume positive intent.
- I strive to build trust with others.
- I treat others as they would like to be treated.
- I respect and encourage others' ideas, perspectives, and contributions.
- I work to understand alternative perspectives.
- I provide input when appropriate and support final decisions.

## Diversity

- I respect and appreciate the differences among our members.
- I recognize our diversity allows us to better serve a diverse membership.
- I contribute to a more diverse, equitable, and inclusive TRS.
- I embrace diversity as a strength for TRS.
- I create an environment where all perspectives are welcome.
- I invite and appreciate diverse perspectives.
- I understand and respect how each person's uniqueness enriches TRS' culture.
- I recognize TRS as a multicultural organization to which I offer my own experiences, background, and perspective.
- I understand different skills, abilities, and experiences create a more successful work environment.

## Efficiency

- I manage priorities and resources to best serve TRS members.
- I embrace available technology solutions to improve productivity.
- I strive to be agile when facing changes and challenges.
- I consider best practices, industry innovations, and available resources to inform my decision making.
- I offer suggestions to streamline processes.

## Collaboration

- I understand we are one team with one mission.
- I proactively assist colleagues.
- I am prepared to participate and contribute.
- I work collaboratively at every opportunity in support of our mission.
- I understand and appreciate the value of all departments and their contributions to our strategic goals.
- I contribute to a positive and productive working environment.
- I ask others about their expectations to understand desired outcomes.
- I listen for points of agreement with others and try to build from there.
- I practice constructive candor.

## Excellence

- I strive to exceed expectations and goals.
- I welcome and support innovative solutions.
- I approach challenges as learning opportunities.
- I seek and am receptive to feedback from others to improve my performance.
- I learn from my mistakes and seek to continuously improve.
- I seek opportunities for personal and professional growth.