



SDCERS Core Values

At the San Diego City Employees' Retirement System, we are dedicated to providing our members with their promised benefits accurately and timely while ensuring the safety, integrity and safety of the trust. Our members rely on the financial security from the benefits plans we administer and our plan sponsors depend on us to do so efficiently. The following Core Values guide all our activities as we administer the trust.

Accountability

- We do what we say we will do
- We take ownership and responsibility for our actions
- We provide clear expectations and follow-up when expectations are exceeded, met or missed

Customer Service

- We provide clear, complete, and responsive answers to our member's questions
- Requests are acknowledged and completed accurately and timely
- We understand our many customers that include our members, plan sponsor and the SDCERS team will be treated with dignity and respect

Fiduciary

- We understand our duty of loyalty to our members
- We are courageous in standing up for the rights of the trust
- We perform our work with care, skill, prudence, and diligence

Integrity

- We will be honest and truthful
- We have a strong ethical compass based upon regulations, policies and rules
- We follow the plan design and apply rules consistently to everyone

Professionalism

- We dedicate ourselves to seeking answers and solving problems with a positive attitude
- We appreciate the diversity of the people we serve and treat each individual with respect
- A successful team member strives to be a consummate professional who demonstrates commitment to their work, expert knowledge and skill, and the initiative to share and enhance that body of knowledge

Transparency

- We conduct business in an open manner
- We encourage public oversight through open Board meetings
- Public record requests are fulfilled accurately and timely