

Strategic Action Plan 2016

Vision

Excel as the trusted Super Scheme for our members

Mission

Supporting our members to achieve their desired retirement outcomes

| Areas of Focus | What it means for you | KPIs |
|-----------------------------------|--|---|
| Members are well informed | <p>You'll have lots of opportunity to find out about your super, and have your questions answered.</p> <p>You'll understand what's needed to obtain your desired financial outcomes.</p> | <ul style="list-style-type: none">• All members will have an opportunity for a face to face meeting with Scheme staff at least once every three years• All members will be contacted:<ul style="list-style-type: none">• Four months after joining the Scheme• When they turn 50• When a financial authority is received on their behalf• All member queries will be responded to within 2 working days• 90% of members over the age of 50 will have received financial advice |
| Investment returns | Returns on your super will be competitive | The Balanced Growth option will return above the median balanced fund over rolling three year periods |
| Competitive products and services | The EISS will be a good option for your super, both before and after retirement | <ul style="list-style-type: none">• Superratings benchmark report will return a Gold rating or higher• Retiring members will choose to keep 50% of funds in the Scheme |
| Maintaining scale | <p>Your super won't be affected by the fund having to sell assets.</p> <p>Administration and investment costs on your super will remain competitive</p> | <ul style="list-style-type: none">• The Scheme will retain 33% by assets of DB members on retirement• Funds under management will be maintained at \$1bn or higher• Management Expense Ratio will remain below the industry average |
| Governance | <p>Your super will be in a fund that is well run.</p> <p>Risks will be well managed.</p> | <ul style="list-style-type: none">• Internal audit will return 'Substantially Effective' findings• External audit will issue an unqualified audit report• The Board will average 8 hours of relevant training per Board member per year |