

## Business Plan 2024/25 - 2026/27

### Vision

To continuously develop and improve our services, to put our customers at the heart of everything that we do and to ensure that sufficient resources are available to pay pension benefits when they fall due

### Objectives

Maximise investment returns, manage scheme funding, provide excellent customer care and ensure effective Fund governance

### Key Activities

Those additional activities identified as essential in the next 3 years to enable delivery of our vision and objectives

#### Funding

2025 Valuation  
Funding Strategy  
Statement alongside  
2025 Valuation  
Income monitoring

#### Investment

Investment Strategy  
alongside 2025  
Valuation  
Responsible Investment  
Pooling investment  
opportunities

#### Governance

SAB Good Governance  
project  
TPR new General Code  
of Practice  
Business Continuity

#### Administration

McCloud remedy  
Pensions Dashboard  
Data quality monitoring  
2025 Valuation  
preparation

#### Business Improvement

Business process  
improvement  
Complete rollout of  
employer portal  
Improve self-service  
functionality  
Process automation

