

Our Organizational Guiding Principles



ACCOUNTABILITY

We take responsibility for our actions and operate with the highest standards of professionalism and respect in fulfilling our mission and duty as prudent stewards of the funds.



COLLABORATION

We are One LACERA. We promote unity by successfully working together across all levels of the organization to deliver on our strategic priorities and objectives.



INCLUSIVITY

We welcome all individuals, honoring and respecting their unique stories and perspectives, and celebrating the value that diversity adds to the organization in meeting our mission and strategic priorities.

LACERA's Guiding Organizational Principles Linked to Our Values

We follow through on our promises to provide high-quality, efficient, and accurate service to our members.

We recognize that we are human and make errors. When we make an error we recognize it, correct it, and look to find ways to prevent future errors.

We work together to support each other when an error is made, working as a team to make it right.

We provide timely, honest, and impartial performance evaluations. When evaluating staff, we consider the totality of their actions and provide appropriate constructive feedback and accurate ratings. Our employees are entitled to a clear explanation of performance expectations and professional development and promotional opportunities.

We address performance, inappropriate conduct, or actions not in line with our values in a timely manner.

We take the initiative to develop our skills to get the job done.

We seek out the opinions of others when approaching a challenge.

We recognize that almost no task can be accomplished alone, and seek out those with knowledge and skills to help us be successful in our work.

We share information freely and openly across team and divisional lines.

We encourage and expect cross-functional teams and teamwork.

We work together to reach common goals—the essence of LACERA'S success.

We do not judge others based on how they talk, look, or dress. We measure people on their actions.

We seek out others' opinions to ensure we have a well-rounded perspective.

We are considerate and tolerant of different views, creating a safe environment to share our thoughts.

We take the time to actively listen to each other.

Our communication materials reflect our community; imagery is representative of those we serve.

We choose nonbiased language.

We seek to appropriately challenge behaviors that are exclusive, seeking to educate to encourage better behaviors.

We seek to create balanced teams.

We seek to understand each other and take each other's needs into account when making decisions or planning events.

We base our actions on the belief that our members and coworkers deserve to be treated with courtesy, patience, and empathy.

Our Organizational Guiding Principles



INNOVATION

We cultivate a creative, forward-thinking approach in seeking out new ideas and novel solutions to continually improve our operations and the member experience.



INTEGRITY

We earn trust by our dedication to honesty, fairness, and ethical conduct in the service of our members and each other.



TRANSPARENCY

We clearly communicate our knowledge, ideas, and expertise in an open, fair, and honest environment, resulting in better organizational outcomes and decision-making.

LACERA's Guiding Organizational Principles Linked to Our Values

We listen to everyone's ideas and look for those that benefit our members, our organization, and our plan sponsors.

We provide everyone a safe space to share ideas without judgment.

We are judicious but willing to take measured risks to test out new ideas.

We are not afraid to fail, understanding that failure is a step toward better solutions.

We make an effort to seek out new knowledge, remaining aware of what is happening in our industry and similar industries.

We seek to develop solutions with others, taking advantage of diverse knowledge and perspectives.

Integrity guides all of our work relationships.

We inspire confidence by our high standards for member services and sound investment practices.

We are reliable, ethical, and honest. We choose to do the right thing even when no one is looking.

When presented with two or more valid choices on how to address a challenge or issue, we choose the one that is most beneficial to the member or staff member.

When we see or hear something wrong or inappropriate, we speak up.

We make decisions based on facts and the law.

When we make an error, we recognize the error, and work to correct it.

We build trust by ensuring we credit the work of others, publicly recognizing their ideas and contributions.

When we are struggling, going to miss a deadline, or need help, we discuss the challenges with our teams, peers, or leaders, allowing time and opportunity to receive help to meet deadlines and commitments.

We foster a common understanding of purpose-quality service to our members- through frank and straightforward expression of ideas.

We create a healthy work environment by sharing information, listening to each others' ideas, and giving constructive feedback.

We create a nurturing work environment that promotes fairness and trust by listening to and supporting each other.

We recognize that good decisions are made based on knowledge and data, and seek to share and provide both freely.

We do not hesitate to speak up when we have information that may be useful to a peer or business partner.

We create open knowledge repositories that are appropriately accessible.

We recognize that we are a public institution and freely share knowledge (appropriately) with our peer organizations.