

Teachers Credit Union Values Statement

Our Vision Statement:

Teachers Credit Union will be the leading financial organisation for teachers and their families.

Our Mission Statement:

Teachers Credit Union will be a financial institution that will:

- provide its members with quality financial and associated services tailored to their needs
- continue to be innovative, highly competitive and financially strong
- always recognise as paramount the needs of members, maintaining our high level of member satisfaction and reputation
- be committed to a lifelong relationship with our members
- value co-operation, integrity and fairness
- maintain effective governance and compliant operating policies and procedures
- be a preferred employer of choice for staff and committed to giving employees full scope for personal development
- adhere to the Australian and global credit union values.

Our approach to sustainability:

We recognise that success cannot be measured just in terms of profits and growth, but how we relate to the community and the ways in which we minimise our environmental impact. We believe that integrating our financial performance with non-financial criteria will enhance value for our members and all stakeholders.

Teachers Credit Union will:

- concentrate our sponsorship and community initiatives in the education and teaching community, due to our unique role within it
- be respectful of the environment and actively manage our environmental impact
- aim to increase awareness of environmental issues and provide assistance for members to act sustainably
- aim to promote the financial well-being and literacy of members.