

Code of Conduct Compliance Policy

The IMRF Code of Conduct requires all employees to observe the highest standards of business and personal ethics in the conduct of their duties and responsibilities. IMRF also expects its vendors to comply with our Code and to report violations or suspected violations in accordance with this Code of Conduct Compliance Policy. The Vendor Code of Conduct can be found at www.imrf.org/vendor-code-conduct.

Reports of violations or suspected violations can be made via our independent third party provider, Global Compliance Services. If desired, a vendor can submit the report anonymously, via phone or web.



By Phone:

Call Global Compliance Services at:
1-855-871-9132



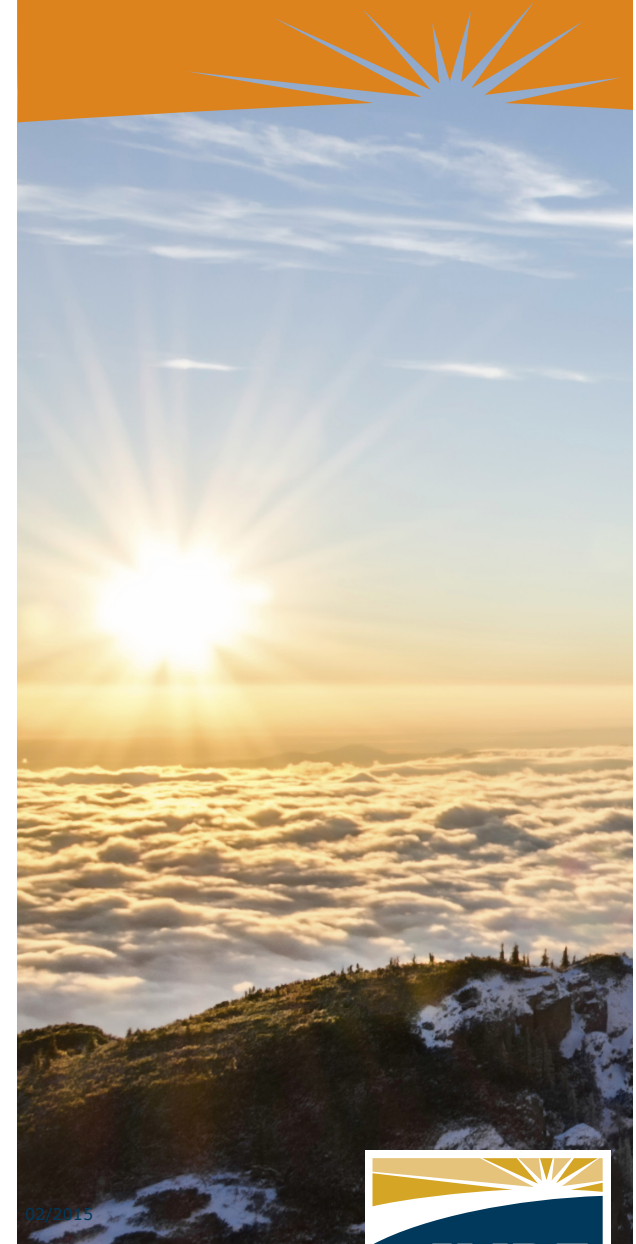
Via the Web:

https: www.compliance-helpline.com
Enter Username: imrf
Enter Password: pension

IMRF

2211 York Road, Suite 500
Oak Brook, IL 60523-2337
1-800-ASK-IMRF (1-800-275-4673)
www.imrf.org

IMRF Vendor Expectations



02/2015



Locally funded, financially sound.



Mission Statement

To efficiently and impartially develop, implement, and administer programs that provide income protection to members and their beneficiaries on behalf of participating employers in a prudent manner.

Vision

To provide the highest quality retirement services to our members, their beneficiaries and employers.

Values

Guiding us to REACH our Mission, Vision, and Goals

Respect

Recognizing the worth, uniqueness and importance of ourselves, our coworkers, and our membership builds collaboration and cooperation.

Empathy

Being aware of the feelings of others and how our actions affect them enables us to be responsive to the needs of our membership.

Accountability

Accepting responsibility for our actions cultivates the trust of our coworkers, members, and employers.

Accuracy

Performing our duties in an accurate and timely manner ensures our members receive the service and benefits to which they are entitled.

Courage

Recognizing the need for innovation and being willing to change strengthens our ability to meet future challenges and opportunities.

Honesty

Acting in a truthful, ethical, and professional manner builds confidence with our membership and the public.

Customer Service Expectations

To provide great customer service, IMRF will:

- Establish, manage, and communicate expectations, and then follow up.
- Supply timely and accurate information.
- Be simple, fast, and easy.
- Offer a variety of options.
- Have a global view of the customer.
- Empower staff to resolve problems.

Vendor Expectations

IMRF's Vision and Values and Customer Service Expectations help us achieve our goals. We expect our vendors to assist us in achieving these goals by:

- Following our Values.
- Respecting our Customer Service Expectations with on-time services and quality products.
- Complying with our ethical bidding process starting with the initial vendor contact through fulfilling contract / order requirements.
- Maintaining a professional work ethic.

Procurement Diversity Policy

The goal of the IMRF Procurement Diversity Policy is to promote utilization of businesses owned by minorities, females, and persons with a disability in procurement activities.

IMRF encourages its vendors to review the policy, which can be found at

<https://www.imrf.org/procurement-diversity>

Contact Us

Please contact Daniel Martinez, Procurement Specialist at 630-368-5366 with any questions or concerns.