

Compliance activities “at-a-glance”

July-September 2021

Vendor contract management and performance standards monitoring



- Recordkeeper met all performance standards this quarter except for Call Center Speed to Answer.
- Custodian failed to meet two performance standards: submitting daily unit values accurately and submitting daily unit values within required time constraint.
- Investment consultant met all performance standards.
- Proxy adviser met all performance standards.

Investment guidelines daily monitoring



- All investment managers were compliant with their respective guidelines.
- Staff continued to review portfolio holdings each day during the quarter.
- Staff found no prohibited holdings from the Divestment Lists.
- Staff began checking for new list of Communist Chinese Military Companies identified under Executive Order 14032 on August 3, 2021.

Corporate governance update



- Staff conducted quarterly calls with proxy adviser, Glass Lewis; no material issues were identified.
- Proxy adviser continues providing daily email update of revised recommendations.
- The Department maintains Standing Instructions; voting for certain ballots, which significantly reduced the need for manual voting.

Policy update



- Some departmental policies transitioned to Board-approved administrative policies.
- Staff completed tax documents for reclaims in several foreign markets.

Participant complaints and inquiries



- The plans' recordkeeper received a total of five complaints, two of which were invalid. (This is down from seven in the second quarter.)
- Complaints were associated with website access, loan payments, and service center assistance.

Multi-employer plan management



- The recordkeeper continued to host webinars for employers on plan administration and compliance.
- Recordkeeper educated employers on payroll frequency and types of pay eligible for retirement plan contributions.
- Staff and the recordkeeper reviewed and updated plan forms for greater clarity and usability.