

# STRATEGIC PLAN 2023-2026



INTEGRITY • CARING • COLLABORATIVE

## OUR VISION

Multiplying **opportunities**,  
reaching **potential**.

## OUR MISSION

To be of **service**, an  
**ally** in your **personal**  
and **social** journey.



## OUR PROMISES

Develop an organization  
committed to wellness,  
diversity, equity and  
inclusivity.

To offer quality services  
centred on each person and  
their needs, as well as a  
customer experience that  
lives up to our values.

To be present, accessible,  
and participative while  
innovating to adapt to  
current realities.