

Our Behaviours: how we behave every day

At Pacific Life Re we are...

ETHICAL & TRUSTWORTHY



- Treating everyone with fairness and respect
- Being transparent and open, while respecting confidentiality
- Acting with integrity in all our relationships
- Supporting our communities through volunteering and fundraising
- Showing compassion for those experiencing personal difficulties

BRAVE



- Being willing to challenge
- Trying new things even though they might fail
- Sharing bad news as well as good
- Having the courage to admit when we make a mistake
- Trusting our own judgement

RESILIENT



- Facing challenges with energy, enthusiasm and tenacity
- Viewing mistakes as learning opportunities
- Expecting our ideas to be challenged
- Understanding that questioning our work is not questioning our worth
- Accepting bad news with good grace

ACCOUNTABLE



- Delivering on our commitments
- Being responsible for our own development
- Taking ownership for the completeness and accuracy of our work
- Solving problems rather than just complaining about them
- Recognising and celebrating our successes

INTELLIGENT INNOVATORS



- Having a team first, individual second mentality
- Acting in the interest of the whole business
- Being intentionally non-hierarchical
- Coaching our colleagues and sharing knowledge widely
- Being receptive to the views of others

Our Principles: what we do to be successful

At Pacific Life Re we are...

LONG-TERM DRIVEN



- Making strategic decisions based on long term profits
- Acting as market leaders and taking a position on issues
- Treating clients in a way that encourages ongoing partnership
- Automating processes and developing innovative, scalable solutions
- Investing properly to do things right first time

SELECTIVE ABOUT OUR PEOPLE



- Recruiting developing and retaining the best people
- Taking collective responsibility for shaping our culture
- Hiring for attitude and intellect then training for technical skills
- Balancing the value of leadership and technical skills
- Taking the decision to let people go when it is the right thing to do

DECISIVE & PRAGMATIC



- Seeking excellence rather than perfection
- Making decisions once by involving the right people
- Trusting capable people to make decisions
- Following through but not excessive approval processes
- Seeing detail as a means not a goal

CONNECTED WITH OUR CLIENTS



- Ensuring regular, positive client engagement
- Listening to our clients to understand their needs and challenges
- Delivering tailored support in high-impact areas
- Being highly responsive
- Finding creative alternatives to saying "no"

INTELLIGENT INNOVATORS



- Being open-minded and inventive across the business
- Thinking ahead in a rapidly changing world
- Selecting our best ideas and following through on them
- Taking considered risks to make the most of opportunities - taking risk is our business
- Balancing creative thinking with sound risk management