

SAIF's Leadership Principles

In 2005 we articulated 10 leadership principles to guide SAIF Corporation.

- 1 Real people depend on us every day.** Each policyholder and each injured worker is a person with a name and a story. No one is just a number.
- 2 We are not just another insurance company.** We have an important statutory charter. Our role as a public corporation carries with it the responsibility to set the standard for the industry and to behave as a public entity.
- 3 Stability is important.** We have been here since 1914. The people of Oregon can depend on SAIF.
- 4 Competition is good for Oregon, and it is good for SAIF.** We are committed to the three-way workers' compensation system (SAIF, private carriers, self-insureds) that has existed since 1966.
- 5 The financial stability of the Industrial Accident Fund is our most important responsibility.** We have to ensure that we have adequate reserves and surplus for injured workers long after all of us are gone.
- 6 We operate with integrity in everything we do.** We are accountable, open, and transparent. The people of Oregon deserve nothing less.
- 7 We strive for simplicity.** Doing business with SAIF needs to be as easy as possible for policyholders, injured workers, and the medical community.
- 8 We are committed to superior customer service.** We will continue to be responsive to our customers' needs.
- 9 We are fair.** We make decisions objectively and consistently while recognizing that every policyholder and injured worker is unique.
- 10 Innovation is good.** We work every day to improve our insurance operations and our corporate management.