

# Diversity & Inclusion @ IAG

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# A journey from EEO to Diversity . . .



Establishing a workplace free of discrimination – being ‘colour-blind’

Initiating proactive measures to make EEO a reality for everyone – setting ‘targets’ and ‘quotas’

Creating an inclusive work environment that values the contribution of all employees

Leveraging diversity in the workplace, national/international marketplace and community – valuing differences

# What is Diversity?

## *Diversity is . . . .*

- the quality of being different and unique at an individual or group level – this could be gender, age, thinking style, ethnic background, physical ability, experience, personality type, sexual orientation or religion.

## *Valuing diversity is . . . .*

- recognising and respecting the value of human differences.

## *Effectively managing diversity is . . . .*

- creating and sustaining an **inclusive environment** where everyone can achieve his or her full potential and differences are capitalised on to **deliver a competitive advantage**.

## Why do we need to think about work/life balance and diversity? What's changed?

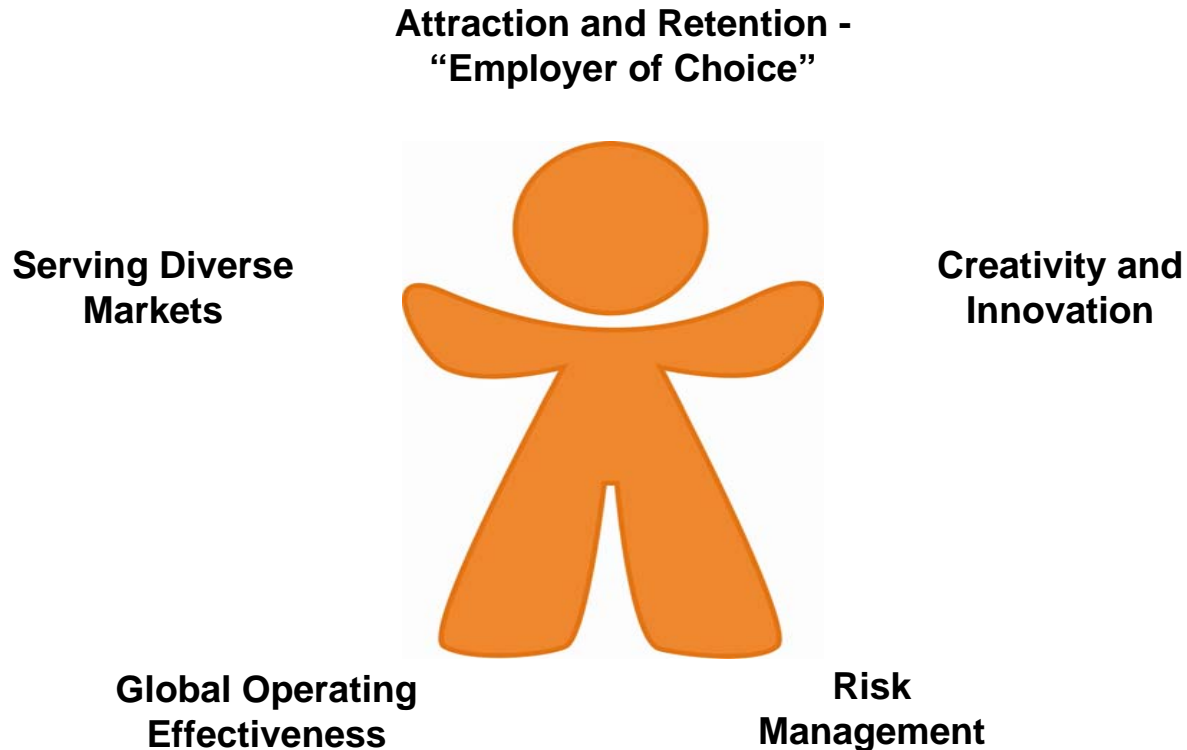
The world of work is changing and we need to think about work and our people differently today, in comparison to say 10 years ago. Here's what's changing ...

. . . a rapidly **ageing population** and **shrinking labour market**, for the first time there are **four generations in the workplace**, increasing **female labour force participation**, changing family structures and a **shift from child care to other types of care** (e.g. elder care), increasing importance placed on **flexibility and work/life balance**, and an increasingly **diverse and multi-cultural community and customer base**.

Work & Life/Diversity is about ensuring IAG understands and proactively responds to these emerging social and demographic trends.

# How does diversity deliver a competitive advantage?

Diversity competencies strengthen an organisation's ability to harness opportunities and avoid threats in the following key areas of competitive advantage:



## Our vision for work & life/diversity @ IAG

At IAG we recognise that diversity is not only a reality of a global organisation, it's a distinct competitive advantage, and one that we truly value and embrace.

We also know that we can only leverage the benefits of a diverse workforce by creating a work environment in which all our people are supported, respected and connected.

We aim to engage our people's **heads (insight)**, **hearts (inclusion)** and **hands (adaptation)** in the following areas:

Gender Equity

Age Balance

Cultural Diversity

Flexibility &  
Work/Life Balance

Indigenous &  
Disability Employment

Work & Caring

# Our Diversity objectives

## What are we trying to achieve?

A workforce that reflects the diversity of our customers and community

A flexible and outcomes focused approach to how, when, and where work is done

An inclusive workplace that values differences and supports all our people to reach their potential

Sustainable people practices that ensure we are around for the long-term