

IAG STANDS FOR...

BUILDING HIGH PERFORMANCE

We are building a culture that allows our 11,000 people to realise their potential and makes Insurance Australia Group a compelling place to work.



5 values

Honesty;
Transparency;
Teamwork;
Meritocracy; and
Social responsibility.



Learning

Our learning programme includes a focus on building leadership skills at all levels of the Company.

300 managers

300 managers' career opportunities have been reviewed using the talent development matrix.

Encouraging development and innovation, and rewarding achievement, will not only drive high performance, it will ensure we are able to pay our customers' claims and deliver value to shareholders and the community for many years to come.

To realise our cultural goals, we are focusing on three areas:

- Providing consistent processes for managing and developing our people;
- Ensuring our people feel safe while doing their jobs by improving workplace safety; and
- Uniting our people around our focus on helping our customers.

SETTING THE GROUND RULES

We are building a shared company culture based on five values: honesty, transparency, teamwork, meritocracy and social responsibility. To support this common framework, we have introduced a comprehensive system for managing and developing our people.

All our people receive periodic feedback on their performance and have the opportunity to discuss their development objectives and any concerns with their supervisor.

The talent management matrix forms the cornerstone of our approach for developing managers. It allows us to identify high performers, as well as opportunities for development across the Group. During the past year, more than 300 managers' career opportunities have been reviewed using the talent development matrix. We are gradually expanding the reach of this process throughout the organisation.

One of the by-products of the matrix is access to our comprehensive learning programme, also introduced during the past year. The programme covers the range of learning, from frontline supervisory training to executive coaching,

to ensure we attract and retain talented people across all areas of the organisation.

PRACTISING WHAT WE PREACH ON SAFETY

As a leading adviser on occupational health and safety issues, we understand the impact of unsafe workplaces. As a result, we are taking steps to make Insurance Australia Group's workplaces safer for our people.

Following an external audit of our workplace safety in October 2002, we developed a three year safety programme to address problem areas identified in the audit. An Organisational Safety Committee was also established to oversee the programme implementation, including our Chief Executive Officer as Head of Safety.

The first phase of that programme was implemented in 2002/2003. More than 600 managers received safety training. We reinvigorated our Occupational Health and Safety (OHS) Committees, and introduced a safety charter to our people. We are also leveraging our national partnership with St John Ambulance, which is making first aid kits and training available to our people.

The result to date has been greater awareness of safety among our people and a clear plan to ensure a standard level of national compliance in the future.

THERE IS ALWAYS ROOM FOR IMPROVEMENT

Customers judge us every day according to their latest experience of us and our people play a key role in delivering on that customer experience.

That's why, when we launched the Getting it Right programme to improve the customer experience, we took the opportunity to

capture our people's feedback, no matter how big or small the event.

Through a series of workshops and ongoing dialogue, more than 1,500 people in our Australian operations have helped to develop simpler, effective processes that will make it easier to provide excellent customer service.

After only nine months of operation, Getting it Right has resulted in numerous initiatives that are now being progressively implemented. We have already had some successes such as an improved process to locate customers whose mail is returned to us. Thanks to the help and commitment of our people, real customer service benefits will be delivered. That should help us get it right every time!

“Through integration, we have seen two businesses come together to create more opportunities. This will also allow us to contribute to the community on a bigger scale.”

Ganesh Doddi
Analyst Programmer, CGU.

