

Diversity, Inclusion and Belonging



Why this is important

1. This Framework outlines IAG's commitment to Diversity, Inclusion and Belonging (DIB). We are committed to creating an inclusive culture where we respect and value the different experiences of our people and harness the opportunity and business benefits that these diverse ideas and perspectives bring to our organisation and stakeholders.
2. Our purpose is to make your world a safer place, and to do this, we need to attract and retain the best people who are passionate about our customers, with a broad range of skills, experiences and frames of reference. This will enable IAG to drive innovation, competitive advantage and in turn, deliver improved financial performance.
3. This Framework is designed to describe our approach to building a diverse and sustainable workforce that is reflective of the customers and communities we serve, creating a culture of inclusion, and fostering a sense of belonging for our people.

Commitment

Diversity: We aim to create a workforce that is reflective of the customers and communities we serve.

4. We aim to ensure our systems, practices and policies are equitable, free from bias and support employees regardless of individual differences such as gender, marital or family status, sexual orientation, gender identity, age, ability, ethnicity, religious beliefs, cultural background, socio-economic background.

Our commitments to diversity

#	Commitments
a.	We strive to ensure that recruitment and selection practices at all levels are appropriately structured so that a diverse range of candidates are considered and conscious or unconscious biases that might discriminate against certain candidates are avoided.
b.	We strive to design our processes and practices to provide equitable outcomes for diverse employees. These processes and practices include talent, development, succession and performance. Our aim is to support diverse employees throughout their career and provide progression opportunities.
c.	We strive for pay equity and regularly monitor to identify, eliminate and address any gaps.
d.	We believe that flexibility is about balancing the need of work and supporting our people's interests and responsibilities outside of work.
e.	We will provide opportunities for employees who are on parental leave to maintain their connection with IAG.
f.	We are committed to creating an accessible work environment and helping to change attitudes towards people with disability in our broader community.

Inclusion: We aim to create a culture of inclusion

5. At IAG, a culture of inclusion is embedded within 'The IAG way' which outlines the Mindset, Values and Behaviours expected of our people at all levels of the organisation. Our values and behaviours are underpinned by the principles of psychological safety, inclusion and diversity of thought.

Our commitments to inclusion

#	Commitments
a.	We strive to create a culture of inclusion where individual differences are valued, respected and appreciated.
b.	We encourage employees to seek out and learn from others with diverse backgrounds, knowledge and perspectives.
c.	We will not tolerate any form of discrimination, harassment, bullying, victimisation and vilification and always aim to treat people in a fair and equitable way.

Belonging: We aim to cultivate a sense of connection and belonging

6. Belonging unlocks the true value of diversity and inclusion and is achieved when our people feel:
- Confident to represent themselves authentically and bring their whole self to work
 - Their opinion is valued, and they make a meaningful contribution in what they do
 - That they matter and are part of something greater than themselves (e.g. part of their team, a wider community or IAG as a whole)

Our commitments to belonging

#	Commitments
a.	We are committed to continually monitoring how we can provide a workplace where people feel valued, included and supported to play their part in delivering on our purpose.
b.	We strive to create communities where people feel they can belong, connect with other community members and allies, and share support for each other.

Outcomes

7. IAG will report annually against our diversity objectives, targets and achievements.

We will align to statutory and regulatory requirements, including the ASX Corporate Governance Council's Principles and Recommendations, the Workplace Gender Equality Act 2012 and other diversity-related standards and anti-discrimination legislation.

Roles and Responsibilities

8. The responsibilities in relation to this Framework are set out in the table below:

Position	Responsibilities
Group Executive People, Performance and Reputation	Framework Owner
EGM Culture & Leadership	Reviewing this Framework every two years to ensure that it is operating effectively and identifying whether any changes are required to the framework. Making sure this Framework is available to everyone who must follow it and easy to access, and that people are reminded about it when they should be. Ensuring the Framework is accessible on the IAG website in line with the ASX corporate governance principles Developing the DIB plan and roadmap of activities.

Position	Responsibilities
	Monitoring and reporting on progress against set targets.
IAG Board	Approving this Framework and any material changes to it.
People And Remuneration Committee	Monitoring the effectiveness of this Framework through outcomes. Endorsing key Diversity targets, including gender equity at Board, Senior Management and workforce level. Monitoring progress towards their achievement. Monitoring delivery of the DIB plan.
GLT	Approving and implementing the DIB plan.
Controlled Entities (CEO and accountable GLT Executives of the controlled entities)	Implementation and adherence of this framework and any applicable related documents.

Definitions

9. In this Framework:

Diversity, Inclusion and Belonging (**DIB**) means the combination of a workforce that is Diverse and a culture that is Inclusive and fosters a sense of Belonging.

“Diversity” means the difference that exists between people, and includes demographic diversity, cognitive diversity and diverse life experiences.

“Inclusion” means people are invited to and can safely share their perspectives, skills and experiences.

“Belonging” means feeling comfortable and supported to be themselves at work and connected to a larger whole.

Contacts for questions and more information

10. This Framework is owned by the Group Executive People, Performance and Reputation. If you have any questions or would like more information about this Framework, you should contact the Executive General Manager, Leadership and Culture

Framework information

Effective from	12 November 2020
Owner	Group Executive, People, Performance and Reputation
Approver	IAG Board
Next Review due	12 November 2022
Entities this applies to	Insurance Australia Group Ltd, its subsidiaries and any other entity or joint venture which IAG controls (collectively IAG).
Exemptions	N/A
Related documents	Key documents that should be read in conjunction with this Framework: <ul style="list-style-type: none"> - Diversity, Inclusion and Belonging plan - Talent framework - Reconciliation Action Plan - Workplace Gender Equality Agency (WGEA) yearly reporting - IAG's Code of Ethics and Conduct - Programs & Benefits @ IAG (AU)

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- Programs & Benefits @ IAG (NZ)
 - IAG Enterprise Agreement
 - Related policies including:
 - o Bullying, Harassment and Discrimination Guidelines (NZ)
 - o Domestic Violence Policy (NZ)
 - o Family & Domestic Violence Policy (AU)
 - o Flexible Working Practice Guidelines
 - o IAG APAC Talent Acquisition Guidelines (AU)
 - o IAG Australia Discrimination, Harassment and Sexual Harassment Policy
 - o IAG Australia Redundancy, Redeployment and Retrenchment Guideline
 - o IAG Australia Workplace Adjustment Guideline
 - o IAG Group Whistleblower Policy
 - o Recruitment and Selection (NZ)
 - o Remuneration Policy
 - o Parental Leave Policy
 - o Sick Carers Leave Guideline

Document history

Version	Date	Amended by	Details of amendment
1	12 November 2020	Gill Folkes	DIB Framework introduced to replace DIB Policy
