

Insurance Australia Group (IAG)

Below are just some of the participants who have benefited from IAG's commitment to creating a culture that fosters women's leadership.

Fiona McSwain – National Manager, Claims Strategy and Performance

When Fiona joined IAG in 2003 she was responsible for CGU's Business Partnerships call centre operations and a staff of 180. The following year she took national accountability for the insurer's third party distribution call centres. With six direct reports and responsibility for 300 staff, this was no small feat. Most recently she was promoted to the position of National Manager, Claims Strategy and Performance within CGU's commercial division. In an organisation where customer service drives profitability, Fiona's role is critical to the success of the organisation. Her time will be dedicated to driving CGU's pursuit to be number one in claims service.

Fiona's participation in IAG's Women's Career Development Program during 2006 gave her the confidence she needed to step up to the challenge of the national strategic role. It helped her better understand her strengths and how she could address the gaps. Armed with this confidence she entered the 2006 AFR BOSS Young Executive of the Year competition. A rigorous nomination process over many months, Fiona was ultimately one of the six winners.

Being a BOSS Young Executive of the Year gave Fiona the recognition and boost she needed to take the next step from operational management to general business strategy. Fiona is also a member of IAG's Women's Forum, an advisory group to the CEO on the issues of women in the workplace. Beyond the development opportunities, IAG's commitment to work life balance is a major attraction for Fiona.

Heather Smith – Business Partners Manager Safety and Risk Services

Heather joined IAG on a nine month fixed term contract. Over eight years later she's still enjoying the challenges and career opportunities IAG presents. In that time she worked in various roles including occupational health and safety, workers compensation and human resources.

Heather has participated in a number of career development programs in her time at IAG but perhaps the most career changing was the Women's Career Development Program. It gave her the tools to have the conversations she needed to make a significant move up in her career. And so she sought out the opportunity to be seconded to a line business where she would run a profit and loss fee based business. As National Manager for Safety and Risk Services she has been able to expand her skills in running a business, including financial management, governance, marketing and business development.

Donna Walker – Head of Actuary Commercial Lines

Donna has been with CGU / IAG for over seven years. A qualified actuary, she was encouraged by her manager to participate in IAG's Women's Career Development Program during 2006 as an opportunity to explore future career aspirations. The program created a fantastic environment to network and learn from other women in the organisation, as well as creating a space for Donna to reflect on her career goals. Mentoring and coaching support was provided to guide participants on how best to achieve to achieve goals.

Donna has recently been promoted to Head Actuary Commercial Lines where she leads a team of professional staff providing decision advice support to the CGU Executive Team on

commercial and intermediated personal lines business. The Women's Career Development Program provided the framework to enable Donna to consider and take on this role.

Donna has always valued IAG's workplace culture. She worked part time for 12 months in 2004/05 while she undertook a consulting assignment to provide some strategic advice to Monash University about actuarial education possibilities. IAG was supportive of this assignment and encouraged Donna to pursue this opportunity while still providing a long term career path within IAG.

Corinne Glasby - Group Corporate Actuary

Corinne Glasby is an excellent example of how IAG supports women to balance their family commitments while advancing their careers. Corinne has been working for IAG for over 13 years and in that time has had two children. After taking 12 months parental for both babies, Corinne took the opportunity to broaden her experience in new roles each time she returned to work. Her recent participation in the Women's Career Development Program was an invaluable opportunity to further expand her skills. In particular, it helped her develop the skills required to engage and influence multiple people across the organisation while effectively planning her next career move. This experience helped her secure her recent promotion to Group Corporate Actuary, reporting to the Head of Investor Relations and Capital Planning, a role she does part time.